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# Performance Management Advisors Metrics Reference Guide

CCAdv Application Voice and Alert Metrics

12/17/2025

# CCAdv Application Voice and Alert Metrics

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



Name/ Internal Name	Description	Source Type	Source 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	CallsAbandQ > 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
<b>NEW</b> Abandoned Quote/ CampAbandonedQuote	Percent of dialing attempts with a call result of Abandon. Campaign abandoned statistics pertain to a specified campaign or to a specified calling list.	Genesys Queues	CampDialMade > M6002  CampDialAbandoned > M6013	100 * (CampDialAbandonedTo5 / CampDialMadeTo5)  100 * (CampDialAbandonedHalf / CampDialMadeHalf)  100 * (CampDialAbandonedToday / CampDialMadeToday)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Percent
<b>NEW</b> Abandoned/ CampDialAbandoned	The total number of dialing attempts with a call result of "Abandon". Campaign abandoned statistics pertain to a specified campaign or to a specified calling list.	Genesys Queues	CampDialAbandoned > M6013	CampDialAbandonedTo5 CampDialAbandonedHalf CampDialAbandonedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
Abandoned %/ Abandoned	Percentage of calls abandoned	Cisco ICM Services/Call Types,	CallsAbandQ > RouterCallsAbandQ	Cisco Services:	5 Min (rolling/sliding), 30	Above

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
AbnPct	while in queue or ringing.	Genesys Virtual Queues, Genesys Queues	CallsOfferedQueue > CallsOffered	$100 * \frac{\text{CallsAbandQTo5} + \text{CallsOfferedTo5}}{\text{CallsOfferedTo5}}$ $100 * \frac{\text{CallsAbandQHalf} + \text{CallsOfferedHalf}}{\text{CallsOfferedHalf}}$ $100 * \frac{\text{CallsAbandQToday} + \text{CallsOfferedToday}}{\text{CallsOfferedToday}}$ Genesys/Cisco Call Types: $100 * \frac{\text{RouterCallsAbandQTo5} + \text{CallsOfferedTo5}}{\text{CallsOfferedTo5}}$ $100 * \frac{\text{RouterCallsAbandQHalf} + \text{CallsOfferedHalf}}{\text{CallsOfferedHalf}}$ $100 * \frac{\text{RouterCallsAbandQToday} + \text{CallsOfferedToday}}{\text{CallsOfferedToday}}$	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	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	$\frac{\text{CallsAnsweredQueue}}{\text{CallsOfferedQueue}} > \frac{\text{CallsAnswered}}{\text{CallsOffered}}$	$100 * \frac{\text{CallsAnsweredTo5}}{\text{CallsOfferedTo5}}$ $100 * \frac{\text{CallsAnsweredHalf}}{\text{CallsOfferedHalf}}$ $100 * \frac{\text{CallsAnsweredToday}}{\text{CallsOfferedToday}}$	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	$\frac{\text{CallsAnsweredQueue}}{\text{CallsAnswered}}$	$\frac{\text{CallsAnsweredTo5}}{\text{CallsAnsweredHalf}}$ $\frac{\text{CallsAnsweredToday}}{\text{CallsAnswered}}$	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
AnsPlusAband/CaPlsCabn	Sum of the calls answered and abandoned.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	$\frac{\text{CallsAnsweredQueue}}{\text{CallsAnswered}} > \frac{\text{CallsAbandQ} + \text{RouterCallsAbandQ}}{\text{RouterCallsAbandQ}}$	Cisco Services: $\text{CallsAnsweredTo5} + \text{CallsAbandQTo5} + \text{CallsAnsweredHalf} + \text{CallsAbandQHalf} + \text{CallsAnsweredToday} + \text{CallsAbandQToday}$ Genesys/Cisco Call Types: $\text{CallsAnsweredTo5} + \text{RouterCallsAbandQTo5} + \text{CallsAnsweredHalf} + \text{RouterCallsAbandQHalf} + \text{CallsAnsweredToday} + \text{RouterCallsAbandQToday}$	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
<div>NEW</div> Answer Machine/ CampAnsweringMachine	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of "Answering Machine Detected"; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side.	Genesys Queues	CampAnsweringMachine > M6011	CampAnsweringMachine CampAnsweringMachine CampAnsweringMachine	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
<div>NEW</div> Answers/ CampAnswers	The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong	Genesys Queues	CampAnswers > M6001	CampAnswers CampAnswers CampAnswers CampAnswersToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count


Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	Party.					
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	VoiceAvail > 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: AgentState = 3	Point in Time	Above Count
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

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
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	ACWTime > ACWTime  CallsHandledQueue > 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	CallsQNowTime > RouterCallsQNowTime  CallsQNow > RouterCallsQNow	Cisco Services: CallsQNowTime/ CallsQNow at any level  Genesys/Cisco Call Types: RouterCallsQNow/ RouterCallsQNowTime	Point in Time	Above  Seconds
Average Handle Time (AHT)/ AHT	Average handle time in seconds for calls.	Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types  Genesys Virtual	HandleTime > HandleTime  CallsHandledQueue > 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



Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
		Queues, Genesys Queues				
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	AnswerWaitTimeQueue > AnswerWaitTime / CallsAnsweredQueue > 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	TalkTimeQueue > TalkTime  CallsHandledQueue > CallsHandled	TalkTimeTo5 / CallsHandledTo5  TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Above  Seconds
 Busy/ CampDialBusy	The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of "Busy"; that is, the call does not go through because of a busy signal for the called party.	Genesys Queues	CampDialBusy > M6014	CampDialBusyTo5  CampDialBusyHalf CampDialBusyTo5	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count
 Callbacks Completed/ CampCallbacksCompleted	The total number of callbacks completed (executed). The completion of a callback only indicates that the callback was	Genesys Queues	CampCallbacks > M6004	CampCallbacksCompleted  CampCallbacksCompletedTo5 CampCallbacksCompletedHalf CampCallbacksCompletedTo5	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	performed; it does not indicate that the callback was completed successfully.					
<b>NEW</b> Callbacks Missed/ CampCallbacksMissed	The total number of callbacks missed. A callback is considered as "missed" if it is scheduled for a certain period of time, but for some reason the callback is not performed. A callback is missed, for example, if all outbound trunks are busy at the time of the scheduled callback, or if no agents are available at the time scheduled for the callback.	Genesys Queues	CampCallbacksMissed > M6005	CampCallbacksMissed CampCallbacksMissed CampCallbacksMissed	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count
<b>NEW</b> Callbacks Scheduled/ CampCallbacksScheduled	The total number of personal callbacks scheduled.	Genesys Queues	CampCallbacksScheduled > M6006	CampCallbacksScheduled CampCallbacksScheduled CampCallbacksScheduled	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count
Calls/ CIN	Number of incoming calls currently in progress.	Cisco Services, Cisco Call Types, Genesys	TalkingIn > TalkingIn	Cisco Services: CallsInNow Genesys/Cisco	Point in Time	Above Count




Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	<b>NOTE:</b> When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent/skill groups.	Virtual Queues, Genesys Queues		Call Types: For all unique agent/skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)		
CallsCleared/ a_CallsCleared	Number of calls that cannot be distributed because the queue is full. These calls negatively affect reachability and service level.	Genesys Virtual Queues	CallsCleared > CallsCleared	Cisco Services: N/A  Cisco Call Types: N/A Genesys ACD Queues: N/A Genesys Virtual Queues: CallsClearedTo5 CallsClearedHalf CallsClearedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
CallsProg/ CP_C	Number of inbound and outbound calls currently being handled.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	TalkingIn > TalkingIn  TalkingOut > 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.					
 Dial Made/ CampDialMade	Total number of all dialing attempts made (initiated) by a Campaign Manager with any call	Genesys Queues	CampDialMade > M6002	CampDialMadeTo5 CampDialMadeHalf CampDialMadeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	results.					
<b>NEW</b> Dropped/ CampDialDropped	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of "Dropped". Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.	Genesys Queues	CampDialDropped > M6012	CampDialDropped CampDialDroppedToday CampDialDroppedToday	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count
<b>NEW</b> Dropped Quote/ CampDroppedQuote	Percent of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.	Genesys Queues	CampDialMade > M6002 CampDialDropped > M6012	100 * CampDialDroppedToday CampDialMadeToday 100 * CampDialDroppedHalf CampDialMadeHalf 100 * CampDialDroppedToday CampDialMadeToday	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Percent
ExpDelay/ Cisco ICM Services/Call	Predicted delay in	Cisco ICM Services/Call	ExpectedDelay >	Cisco Services/	Point in Time	Above

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
ED	seconds for any new call added to the queue. This is valid only if no agents are available.	Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	ExpectedDelay	Genesys Queues: ExpectedDelay  Cisco Call Types: (((CallsQNow]+1)*([HandleTimeTo5]/[CallsHandledTo5]))/([STF]-[NOT_READY_APP]))		Seconds
 Fax/ Modem/ CampFaxDetected	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.	Genesys Queues	CampFaxDetected > M6019	CampFaxDetected CampFaxDetectedHalf CampFaxDetectedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
 Hit Ratio/ CampHitRatio	The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)—that is, a call is answered by a human voice—relative to the number of all dialing attempts made (DialMade) during the same time period.	Genesys Queues	CampAnswers > M6001 CampDialMade > M6002	100 * CampAnswersToday / CampDialMadeToday 100 * CampAnswersHalf / CampDialMadeHalf 100 * CampAnswersToday / CampDialMadeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Percent
Handle Time (HT)/ HT	Total handle time in seconds for calls.	Cisco ICM Services/Call Types, Genesys Virtual Queues,	HandleTime > HandleTime	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/sliding), 30 Min (since start of current half-	Above Seconds

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
		Genesys Queues			hour), Today/ Daily (since midnight)	
Handled/ CH	Number of calls handled.	Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	$\text{CallsHandledQueue} > \text{CallsHandled}$	$\text{CallsHandledToday} - \text{CallsHandledHalfCallsHandledToday}$	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	N/A Count
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	$\text{CurrentAgentState} (= 110)$	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in $\text{AgentState} =$  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	$\text{LongestAvailAgent} > \text{LongestAvailAgent}$	Cisco: $\text{DateTime} - \text{LongestAvailAgent}$  Genesys: For all queue agent groups related to the application(s) in scope: $\text{Max}(\text{DateTime} - \text{LongestAvailAgent})$	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	$\text{LongestCallQueue} > \text{LongestCallQ}$	Cisco Services:  $\text{DateTime} - \text{LongestCallQ}$ (ICM calculates $\text{LongestCallQ}$ to the end of the five-minute period.)	Point in Time	Above Seconds

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
				Genesys/Cisco Call Types: DateTime - RouterLongestCallQ		
 No Answer/ CampNoAnswer	The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of "No Answer".	Genesys Queues	CampNoAnswer > M6003	CampNoAnswerTo5 CampNoAnswerHalf CampNoAnswerToday	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count
NotReady/ NOT_READY_APP	Count of the agents unavailable 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).	Cisco ICM Services/Call Types, Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	CurrentAgentState (=113)	Count of distinct agents from 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")	Point in Time	Above Count
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	CallsOfferedQueue > 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	CallsOut > CallsOut	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/ sliding), 30 Min (since	N/A Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
		Virtual Queues, Genesys Queues			start of current half- hour), Today/ Daily (since midnight)	
<b>NEW</b> Per. Callbacks Completed/ CampPersonalCallbacksCompleted	Total number of personal callbacks completed (executed). Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully.	Genesys Queues	CampPersonalCallbacksCompleted > M6007	CampPersonalCallbacksCompleted CampPersonalCallbacksCompleted CampPersonalCallbacksCompleted CampPersonalCallbacksCompleted	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	To5 Count
<b>NEW</b> Per. Callbacks Missed/ CampPersonalCallbacksMissed	Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback.	Genesys Queues	CampPersonalCallbacksMissed > M6008	CampPersonalCallbacksMissed CampPersonalCallbacksMissed CampPersonalCallbacksMissed CampPersonalCallbacksMissed	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	To5 Count


Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
<b>NEW</b> Per. Callbacks Scheduled/ CampPersonalCallbacksScheduled	The total number of personal callbacks scheduled.	Genesys Queues	CampPersonalCallbacksScheduled > M6009	CampPersonalCallbacksScheduled CampPersonalCallbacksScheduled CampPersonalCallbacksScheduled	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	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	CallsQNow > 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	Point in Time	Above Percent
QPastSL/ SLCH	Number of calls currently queued for longer than the service-level threshold.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	ServiceLevelCallsQHeld > ServiceLevelCallsQHeld	ServiceLevelCallsQHeld ServiceLevelCallsQHeld	Point in Time	Above Count
Queue/ CQ	Number of calls in queue now.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	CallsQNow > RouterCallsQNow	Cisco Services: CallsQNow  Genesys/Cisco Call Types: RouterCallsQNow	Point in Time	N/A Count
<b>NEW</b> Records Completed/ CampRecordsCompleted	The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will	Genesys Queues	CampRecordsCompleted > M6010	CampRecordsCompleted CampRecordsCompleted CampRecordsCompleted	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	be taken. (A lead—also called a chain—is a set of records from calling list(s) related to a specific customer or contact. A lead or chain may include one or more records belonging to the same contact.) CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign.					
 SIT detected/ CampSITDetected	Campaign Manager with a call result of "DIALSITDetected". A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no	Genesys Queues	CampSITDetected > M6020	CampSITDetected CampSITDetected CampSITDetected	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	Count



Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	circuit is available, or a recorded operator message intercepts a call.					
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	ServiceLevelCallsOffered > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOffered	Cisco: (ServiceLevelCallsTo5 / ServiceLevelCallsOfferedTo5) * 100 Genesys: (ServiceLevelCallsTo5 / ServiceLevelCallsOfferedTo5) * 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)/ SIPIsSIAbn	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 offered. This treats the abandoned call as though they were answered	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys ACD Queues	ServiceLevelCallsOffered > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOffered ServiceLevelAband > ServiceLevelAband	Cisco: ((ServiceLevelCallsTo5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5) * 100 Genesys: ((ServiceLevelCallsTo5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5) * 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	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
	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 CallUnknown)	Point in Time	N/A Count
TransOut/ TOC	Number of calls transferred out of the queue.	Cisco Services	N/A	TransferOutCallsToday TransferOutCallsHasTODay TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of	Above Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
					current half-hour), Today/ Daily (since midnight)	
 Voicemail recognition/ CampMobilbox	Number of recognized voicemails.	Genesys Queues	CampMobilbox > M6015	CampMobilboxTop CampMobilboxHalf CampMobilboxToday	5 Min (rolling/ sliding), 30 Min (since start of current half- hour), Today/ Daily (since midnight)	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