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Performance Management Advisors Metrics Reference Guide

Pulse Advisors 8.5.0

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Genesys 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.

New in this Release

This page describes information that has been added or substantially changed since the previous release of Performance Management Advisors software.

- The word *Informiam* has been removed from all source metric names. See [FA Stat Server Metrics](#) and [CCAdv/WA Stat Server Metrics](#) for updates.
- New Outbound Contact Campaign metrics are included with Contact Center Advisor. See [CCAdv Application Voice and Alert Metrics](#) for the list of new metrics, and [CCAdv/WA Stat Server Metrics](#) for the list of new source metrics.

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
AgentState (state)	The current state of the agent.
DateTimeLogin(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. Cisco only.
Call Type (service)	Call type. Cisco only.

FA Performance Source Metrics

Each performance metric can be enabled for each of the three configurable Time Profiles. The time profiles can be set to any integer from 1 to 1440 and are not confined to a specific set. 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.)

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 [Performance Management Advisors 8.5.0 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 (lth)	The longest talk time of calls handled by the agent in the last xx minutes.	None
LongestWrapTime (lwcw)	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

Source Metric Name	Description	Metric Filter Required
Total Not Ready Time - Type X (totalNotReadyT X) NOTE: Where X=1, 2, 3, ... 9. That is, there are 9 totalNotReadyT source metrics.	The total amount of time in a specific Not Ready state. For example, in your enterprise, the Total Not Ready Time - Type 1 may be the total time spent on breaks.	Yes (Filter for Not Ready Time. One filter required for each Type used. For example, 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
ChatInProgress (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
EmailInProgress (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	None

Source Metric Name	Description	Metric Filter Required
	handled by the agent in the last xx minutes.	
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

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.

Each of the statistic templates specifies the following values:

DBAppSpecificIdColumnName: ruleId

For all 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 both the time profile and the time range as overrides. These values are based on the settings of the rule for that particular agent.

Rule	Source Metric Name	Description
Rule 1 – Number of Short Calls (too few)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	CallsHandledInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	WrappedCallsInTRange	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)	CallsOnHold	Number of calls put on hold in the last xx minutes.
Rule 10 – Number of Calls Put on	CallsOnHold	Number of calls put on hold in

Rule	Source Metric Name	Description
Hold (too many)		the last xx minutes.
Rule 11 - Number of Calls Transferred (too few)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.
Rule 12 - Number of Calls Transferred (too many)	TotalCallsTransferred	Number of calls transferred in the last xx minutes.

Displayed Report 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) (Cisco only)	Raw	N/A
Call Type (service) (Cisco only)	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 (lth)	Raw	N/A
LongestWrapTime (lwcw)	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	tht/nch
AverageTalkTime (att)	Calc	ttt/nch

Metric Name	Type	Calculation
AverageWrapTime (aacw)	Calc	tacw/nch
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)	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

Metric Name	Type	Calculation
EmailPercentageTimedOut (eTOPct)	Calc	(eTO)*100/(eOffered)
EmailTransferred (eTxfrs)	Raw	N/A
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.

Metric Name	Type	Calculation (Using Source Metrics)
% 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
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)	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)

Metric Name	Type	Calculation (Using Source Metrics)
ChatPercentageTimedOut (team_wTOPct)	Calc	$SUM(wTO) * 100 / SUM(wOffered)$
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)
EmailInProgress (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 the Genesys statistic definitions used by the default (out-of-box) metrics. You can also view these in the Source Metric Manager in the Administration module. Visibility of the Source Metric Manager is controlled by role-based access control privileges.

Metric ID	Stat Server Metric Name	Definition	Conversion Type
1	AvgHandledCallsTime	Category=AverageTime Main Mask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNAAction MediaType=Voice	None
2	AvgHandledCallsTalkTime	Category=AverageTime Main Mask=CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNStatus MediaType=Voice	None
3	CallsAnswered	Category=TotalNumber MainMask= CallAnsweredInbound, CallAnsweredUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction MediaType=Voice	None
4	CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction MediaType=Voice	None
5	LoggedOn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
6	TalkingIn	Category=CurrentNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Description=Current number of inbound calls being handled. MainMask=CallInbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice	
7	TalkingOther	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=Agents, GroupAgents, GroupPlaces Subject=DNStatus MediaType=Voice	None
8	TalkingOut	Category=CurrentNumber Description=Current number of outbound calls being handled. MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice	None
9	AgentState	Description=Current State Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus	agentStateMapping
10	Ready	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
11	LongestCallQueue	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice	None
12	WorkReady	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
13	Hold	Category=CurrentNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus	
14	NotReady	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
15	Avail	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
16	CallsQNow	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice	None
17 NOTE: Replaces metric ID #109 starting in release 8.5.0	DateTimeLogin	Description=Login Time Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	None
18	CallsHandled	Description=Calls Handled Category=TotalNumber MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Media Type=Voice	None
19	LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus	None
20	ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
21	ServiceLevelCalls	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice	None
22	ServiceLevelCallsQHeld	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice	None
23	ServiceLevelCallsOnHold	Category=TotalNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice	None
24	WorkReadyTime	Description=Total Wrap Time Category=TotalAdjustedTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
25	CallsAbandQ	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice	None
26	CallsAnsweredQueue	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice	None
27	CallsOfferedQueue	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 MediaType=Voice	
28	TalkTime	Description=Total Talk Time Category=TotalTime MainMask=CallInbound, CallUnknown, CallConsult, CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
29	AnswerWaitTimeQueue	Category=TotalTime Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues,Queue,RoutePoint Subject=DNAction MediaType=Voice	None
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice	None
31	CallsQNowTime	Category=CurrentTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice	None
32	PercentUtilization	Category=RelativeTimePercentage MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall Subject=DNStatus MediaType=Voice	None
33	EmailAccepted	Category=TotalNumber MainMask=CallAnswered Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
34	EmailHandleTime	Category=TotalTime MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
35	EmailHandled	Category=TotalNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
38	EmailOffered	Category=TotalNumber MainMask=RinglingStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
39	EmailRejected	Category=TotalNumber MainMask=CallAbandonedFromRingling Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
41	EmailInboundStopped	Category=TotalNumber MainMask=PlaceholderForInteractionStopped3 Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
42	EmailTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
43	EmailTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	
44	EmailInProgress	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
47	ChatAccepted	Category=TotalNumber MainMask=CallAnswered Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
48	ChatInboundStopped	Category=TotalNumber MainMask=PlaceholderForInteractionStopped3 Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
49	ChatInProcess	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
50	ChatHandled	Category=TotalNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
51	ChatHandleTime	Category=TotalTime MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
53	ChatOffered	Category=TotalNumber MainMask=RinglingStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
54	ChatRejected	Category=TotalNumber MainMask=CallAbandonedFromRingling Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
56	ChatTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	

Metric ID	Stat Server Metric Name	Definition	Conversion Type
60	ChatTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	
80	LoggedOnTime	Category=TotalTime Description=Total LoggedIn Time MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus	None
81	NotReadyTime	Category=TotalTime Description=Total Not Ready Status Time MainMask=NotReadyForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus	None
82	CallsHandledQueue	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction MediaType=Voice	None
83	TalkTimeQueue	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
84	HandleTime	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
85	ACWTime	Category=TotalTime MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction	None
86	VoiceAvail	Category=CurrentTargetState MainMask=* Objects=GroupAgents, Agent Subject=AgentStatus	addAgentsToGroup

Metric ID	Stat Server Metric Name	Definition	Conversion Type
87	CallsOut	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAction	None
88	ExpectedDelay	Category=EstimWaitingTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAction	None
89	TalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAction MediaType=voice	None
90	ACWStatus	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAction MediaType=voice	None
91	CurrentNumberHandling	Category=CurrentNumber MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus	None
92	TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold Objects=Agent, GroupAgents Subject=AgentStatus	None
100	TimeInCurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus	None
101	TotalCallsTransferred	Category=TotalNumber MainMask=CallTransferMade Objects=Agent Subject=DNAction	None
102	LongestCall	Category=MaxTime	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAction	
104	TotalHandleTime	Category=TotalTime MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
105	LongestACW	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
106	WrappedCallsInTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction	None
107	ReasonCode	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction	ReasonCode
108	CallsOnHold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
109 NOTE: Replaced by metric ID #17 starting in release 8.5.0.	Informiam.Login_Timestamp	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus	Timestamp
112	CallsHandledInTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=DNAction	None
306	LoggedOnVoiceTime	Category=TotalTime MainMask=*, ~NotMonitored Objects=Agents, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
308	LoggedOnVoice	Category=CurrentNumber MainMask=LoggedIn Objects=Agent, GroupAgents Subject=DNAction MediaType=voice	None
500	InboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Inbound ACW MainMask=AfterCallWorkInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
501	OutboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Outbound ACW MainMask=AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
502	OtherACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Other ACW MainMask=AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
503	AllACWVoiceTime	Category=TotalAdjustedTime Description=Total Time All ACW MainMask=AfterCallWorkInbound, AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult, AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice	None
504	ReadyTime	Category=TotalTime Description=Total Ready Status Time MainMask=WaitForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus	None
505	InboundUnknownVoiceCalls	Category=TotalNumber	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Description=Total Number Inbound Calls MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice	
506	OutboundVoiceCalls	Category=TotalNumber Description=Total Number Outbound Calls MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice	None
507	ConsultCalls	Category=TotalNumber Description=Total Number Consult Calls MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction	None
508	InternalVoiceCalls	Category=TotalNumber Description=Total Number Internal Calls MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice	None
509	InboundVoiceStatusTime	Category=TotalTime Description=Total Inbound Status Time MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
510	OutboundVoiceStatusTime	Category=TotalTime Description=Total Outbound Status Time MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None
511	ConsultStatusTime	Category=TotalTime Description=Total Consult	None

Metric ID	Stat Server Metric Name	Definition	Conversion Type
		Status Time MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus	
512	InternalVoiceStatusTime	Category=TotalTime Description=Total Internal Status Time MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice	None

CCAdv and WA

The Tables in this section give descriptions and definitions of Contact Center Advisor and Workforce Advisor metrics.

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
NEW 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
NEW 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 %/ CampDialAbandoned	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	$100 * \frac{\text{CallsAbandQTo5} + \text{CallsOfferedTo5}}{\text{CallsOfferedTo5} + \text{CallsOfferedHalf} + \text{CallsOfferedToday}}$ Genesys/Cisco Call Types: $100 * \frac{\text{RouterCallsAbandQTo5} + \text{CallsOfferedTo5}}{\text{RouterCallsAbandQHalf} + \text{CallsOfferedHalf} + \text{RouterCallsAbandQToday} + \text{CallsOfferedToday}}$	5 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	CallsAnsweredQueue > CallsAnswered	$100 * \frac{\text{CallsAnsweredTo5} + \text{CallsOfferedTo5}}{\text{CallsAnsweredTo5} + \text{CallsOfferedHalf} + \text{CallsOfferedToday}}$	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	CallsAnsweredQueue > CallsAnswered	$\frac{\text{CallsAnsweredTo5} + \text{CallsAnsweredHalf} + \text{CallsAnsweredToday}}{\text{CallsAnsweredTo5} + \text{CallsAnsweredHalf} + \text{CallsAnsweredToday}}$	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	CallsAnsweredQueue > CallsAnswered	Cisco Services: $\text{CallsAnsweredTo5} + \text{CallsAbandQTo5} + \text{CallsAnsweredHalf} + \text{CallsAbandQHalf} + \text{CallsAnsweredToday} + \text{CallsAbandQToday}$ Genesys/Cisco Call Types: $\text{RouterCallsAbandQTo5} + \text{RouterCallsAbandQHalf} + \text{RouterCallsAbandQToday} + \text{CallsAnsweredTo5} + \text{CallsAnsweredHalf} + \text{RouterCallsAbandQHalf} + \text{CallsAnsweredToday} + \text{RouterCallsAbandQToday}$	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
NEW 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
NEW 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	CampAnswersTo5 CampAnswersHalf 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	AnswerWaitTime > AnswerWaitTime / CallsAnswered > CallsAnswered	AnswerWaitTimeTo5 / Queue 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.					
NEW 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
NEW 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
	NOTE: 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.					
NEW 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
NEW 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	$\text{CallsHandledQueue} > \text{CallsHandled}$	$\text{CallsHandledTo5} - \text{CallsHandledHalf} - \text{CallsHandledToday}$	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 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)	
NEW 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)	Count
NEW 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)	Count

Name/ Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/ Time Profile	Threshold Type/Unit
NEW 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
NEW 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	ServiceLevelCallsOnHold > ServiceLevelCalls	Cisco: (ServiceLevelCallsto5 / ServiceLevelCallsofferedTo5) * 100 Genesys: ServiceLevelCallsto5 / (ServiceLevelCallsofferedTo5 + ServiceLevelCallsOnHoldTo5)] 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	ServiceLevelCallsOnHold > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOnHold + ServiceLevelAband > ServiceLevelAband	Cisco: ((ServiceLevelCallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsofferedTo5) * 100 Genesys: ServiceLevelCallsto5 + ServiceLevelAbandTo5) / (ServiceLevelCallsofferedTo5 + ServiceLevelCallsOnHoldTo5 + ServiceLevelAbandTo5) 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

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: $\text{RouterCallsAbandQHalf}$	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: $100 * (\text{CallsAbandQHalf} / \text{CallsOfferedHalf})$ Genesys/ Cisco Call Types: $100 * (\text{RouterCallsAbandQHalf} / \text{CallsOfferedHalf})$	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	$100 * (\text{ABAND} / \text{ANCO})$	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	$\text{HandleTimeHalf} / \text{CallsHandledHalf}$	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: $\frac{(\text{CallsHandledHalf} * \text{AnswerWaitTimeHalf} / \text{CallsAnsweredHalf})}{\text{CallsHandledHalf}}$ Genesys: $\frac{(\text{Sum}(\text{CallsHandledHalf}) * \text{AnswerWaitTimeHalf} / \text{CallsAnsweredHalf})}{\text{Sum}(\text{CallsHandledHalf})}$ 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: $\frac{[(\text{CallsOfferedHalf} * \text{ServiceLevelCallsHalf}) / (\text{ServiceLevelCallsOfferedHalf})] * 100}{\text{CallsOfferedHalf}}$ Genesys Stat Server: $\frac{[(\text{CallsOfferedHalf} * \text{ServiceLevelCallsHalf}) / (\text{ServiceLevelCallsHalf} + \text{ServiceLevelCallsAbandHalf} + \text{ServiceLevelCallsOnHoldHalf})] * 100}{\text{CallsOfferedHalf}}$	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: $\text{Skill_Group_Real_Time} - \text{Skill_Group_Real_Time} - \text{NotReadyTimeTo5}$	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 half-hour)	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	CallsAnsweredFlat + 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	$\text{FNCO} / \text{IntervalLength} * \text{IntervalElapsed}$	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%	AAHTDEVPC	Percentage by which the actual AHT deviates from the forecast AHT.	Calculated	$(\text{AAHT} - \text{FAHT}) / \text{FAHT}$	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_CWASA EX: CTActiveForecastTestASA 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")] Point in Time WHERE AgentId from Agent Groups associated with the contact groups.		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_LoggedOnNetc		Number of agents Logged on to voice minus	Genesys Agent Groups	LoggedOnVoice- (COALESCE(NotReadyVoice,0)- COALESCE(NotReadyVoiceF1,0)- COALESCE(NotReadyVoiceF2,0))	NotReadyVoice,0) NotReadyVoiceF1,0) NotReadyVoiceF2,0))	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))	30 Min (since start of current half-hour)	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	CallsReceivedInternal + 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(ServiceLevelCallsOfferedTo5) * 100% Repeat for ToHalf and Today Genesys Stat Server: [ServiceLevelCallsTo5 / (ServiceLevelCallsTo5+ServiceLevelCallsOnHoldTo5+ServiceLevelAbandTo5)] *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	<p>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</p>			

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: AvgHandledCallsTime* > AvgHandledCallsTimeTo5 CallsHandled* > CallsHandledTo5	AvgHandledCallsTimeTo5	5 Min (rolling/sliding)	Seconds	AvgHandledCallsTimeTo5 / number of agent groups average weighted by CallsHandledTo5, i.e. $\frac{\text{sum}(\text{AvgHandledCallsTimeTo5} * \text{CallsHandledTo5})}{\text{sum}(\text{CallsHandledTo5})}$
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: AnswerWaitTime* > AnswerWaitTimeTo5 CallsAnswered* > CallsAnsweredTo5 CallsHandled* > CallsHandledTo5	AnswerWaitTimeTo5/ CallsAnsweredTo5 If CallsAnsweredTo5 = 0, the metric value is shown as N/A.	5 Min (rolling/sliding)	Seconds	$\frac{\text{SUM}(\text{AnswerWaitTimeTo5} / \text{CallsAnsweredTo5}) * \text{CallsHandledTo5}}{\text{SUM}(\text{CallsHandledTo5})}$ 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: Avail* > 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	<p>Average time in seconds spent on after-call work including entering data, filling out forms and making outbound calls necessary to complete the transaction.</p> <p>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.</p>	<p>Cisco ICM: SGRT. WorkReadyTimeTo5 SGRT. WorkNotReadyTimeTo5 SGRT. CallsHandledTo5</p> <p>Genesys: WorkReadyTimeTo5 WorkReadyTimeTo5 CallsHandledTo5 WorkNotReadyTimeTo5 CallsHandledTo5 WorkNotReadyTimeTo5 is always 0.</p>	<p>(WorkReadyTimeTo5 + WorkNotReadyTimeTo5) / CallsHandledTo5</p> <p>5 Min (rolling/sliding)</p> <p>If CallsHandledTo5 = 0, the metric value is shown as N/A.</p>		Seconds	<p>SUM(WorkReadyTimeTo5 + WorkNotReadyTimeTo5) / SUM(CallsHandledTo5)</p> <p>If SUM(CallsHandledTo5) = 0, the metric value is shown as N/A.</p>
AvgAcwTime AvgAcwTime	WorkReadyTimeTo5 ACWStatusTo5	<p>Average time spent on rework for inbound voice. The time spent on inbound or outbound calls made during the rework time is also</p>	<p>Cisco ICM: N/A</p> <p>Genesys: WorkReadyTimeTo5 WorkReadyTimeTo5 ACWStatusTo5 ACWStatusTo5 ACWStatusTo5</p>	<p>WorkReadyTimeTo5 / ACWStatusTo5</p> <p>If ACWStatusTo5 = 0, the metric value is shown as N/A.</p>	5 Min (rolling/sliding)	Seconds	<p>SUM(WorkReadyTimeTo5) / SUM(ACWStatusTo5)</p> <p>If SUM(ACWStatusTo5) = 0, the metric value is shown as N/A.</p>

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	AvgHandledCallsTalkTimeTo5	Average talk time in seconds for calls.	Cisco ICM: SGRT.AvgHandledCallsTalkTimeTo5 Genesys: AvgHandledCallsTalkTime* > AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTimeTo5 (rolling/sliding)	5 Min	Seconds	$\frac{\text{SUM}(\text{AvgHandledCallsTalkTimeTo5})}{\text{SUM}(\text{CallsHandledTo5})}$ If $\text{SUM}(\text{CallsHandledTo5})=0$, the metric value is shown as N/A.
AvgTalkTime AvgTalkTime	TalkAndHoldTimeTo5	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: TalkAndHoldTime* > TalkAndHoldTimeTo5 > CallsReceivedInternalTo5 > CallsReceivedInternalTo5 > CallsReceivedInternalTo5 > CallsHandled* > CallsHandledTo5 > CallsPartyChangedTo5	TalkAndHoldTimeTo5 / (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) (rolling/sliding)	5 Min	Seconds	$\frac{\text{SUM}(\text{TalkAndHoldTimeTo5} + \text{CallsHandledTo5} - \text{CallsPartyChangedTo5})}{\text{SUM}(\text{CallsReceivedInternalTo5} + \text{CallsHandledTo5} - \text{CallsPartyChangedTo5})}$ If $\text{SUM}(\text{CallsReceivedInternalTo5} + \text{CallsHandledTo5} - \text{CallsPartyChangedTo5})=0$, the metric value is shown as N/A.
BusyOther BO		Number of agents currently in the BusyOther state. Notes: Not returned in Genesys.	Cisco ICM: SGRT.BusyOther ASGRT.AgentState Genesys: N/A	BusyOther	Point in Time	Count	A count of distinct agents currently in BusyOther state. Cisco: AgentState=7

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
							(BusyOther)
Calls Offered o	CallsOfferedTo5	Number of calls offered.	Cisco ICM: SGRT.CallsOfferedTo5 Genesys: 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 Genesys: CallsHandled* > 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: Hold* > Hold Genesys individual agent state > AgentState	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	LoggedIn	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: 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)
LoggedIn	LoggedInVoice	Number of agents logged on to voice.	Cisco ICM: N/A Genesys: LoggedInVoice* > LoggedOnVoice	Cisco: N/A Genesys: LoggedInVoice	Point-in-Time	Count	Cisco: N/A Genesys: SUM(LoggedOnVoice)
LoggedInNet	LoggedInVoice NotReadyVoiceF1 NotReadyVoiceF2	The number of agents logged on to voice minus those not ready or non-productive.	Cisco ICM: N/A Genesys: LoggedInVoice* > LoggedOnVoice NotReadyVoice* > NotReadyVoice NotReadyVoice* + Filter1 >	Cisco: N/A Genesys: LoggedInVoice - (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
			NotReadyVoiceF1 NotReadyVoice* + Filter2 > NotReadyVoiceF2				
LongAvail LA	LongestAvailAgent	Time in seconds that the longest available agent has been available.	Cisco ICM: SGRT. LongestAvailAgent SGRT.DateTime Genesys: LongestAvailAgent > LongestAvailAgent DateTime	$\max((\text{DateTime} - \text{LongestAvailAgent}) \text{ in Time} * 24 * 60 * 60)$		Seconds	$\max((\text{DateTime} - \text{LongestAvailAgent}) * 24 * 60 * 60)$
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	$(\text{DateTime} - \text{LongestCallQ}) \text{ in Time} * 24 * 60 * 60$		Seconds	$\max((\text{DateTime} - \text{LongestCallQ}) * 24 * 60 * 60)$
NotReady NR	NotReady, WorkNotReady	Number of agents in the Not Ready or Work Not Ready (ACW, Wrap) state. Notes: Not Ready Status is NotReadyForNextCall ACW status is AfterCallWork.	Cisco ICM: SGRT.NotReady SGRT.WorkNotReady ASGRT.AgentState Genesys: NotReady* > NotReady WorkNotReady is always 0.	NotReady + WorkNotReady	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. Notes:	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
		Not returned in Genesys					
Ready R	Ready	<p>Number of agents in the Ready state.</p> <p>Notes: Any status except:</p> <ul style="list-style-type: none"> NotReadyForNextCall LoggedOut NotMonitored 	<p>Cisco ICM:</p> <p>SGRT. NotReady SGRT. WorkNotReady ASGRT.AgentState</p> <p>Genesys: Ready* > Ready Genesys Individual agent state. AgentState</p>	Ready		Count	<p>A count of distinct agents currently in Ready states.</p> <p>Cisco: AgentState<>2 (NotReady) and AgentState<>5 (WorkNotReady) and AgentState<>0 (Logged Off)</p> <p>Genesys: AgentState<>113 (NotReadyForNextCall) and AgentState<>116(LoggedOut) and AgentState<>101(NotMonitored) and AgentState<>102(Monitored)</p>
TalkingIn TI	TalkingIn	Number of inbound calls currently associated with the agent group.	<p>Cisco ICM:</p> <p>SGRT. TalkingIn</p> <p>Genesys: TalkingIn* > TalkingIn</p>	TalkingIn		Count	<p>Cisco: SUM(TalkingIn)</p> <p>Genesys: A count of distinct agents currently in TalkingIn state. Genesys AgentState = 107 (TalkingIn)</p> <p>In mixed environment, Genesys TalkingIn state count is added to SUM(TalkingIn).</p>
Talking T	TalkingIn TalkingOut TalkingOther	Number of calls currently associated with the agent	<p>Cisco ICM:</p> <p>SGRT.TalkingIn SGRT.TalkingOut SGRT.TalkingOther SGRT.TalkingPreview</p>	TalkingIn + TalkingOut + TalkingOther + TalkingPreview	Point-in-Time		<p>Cisco: SUM(TalkingIn + TalkingOut + TalkingOther</p>

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		group.	SGRT: TalkingReserve SGRT.TalkingAutoOut Genesys: TalkingIn* > TalkingIn TalkingOut* > TalkingOut TalkingOther* > TalkingOther TalkingPreview, TalkingReserve, TalkingAutoOut are always = 0	+ TalkingReserve + TalkingAutoOut			+ 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 TIKO	TalkingOut	Number of outbound calls currently associated with the agent group.	Cisco ICM: SGRT.TalkingOut Genesys: TalkingOut* > 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).
Util%	PercentUtilizationTo5	Percentage of Ready	Cisco ICM:	PercentUtilizationTo5	5 Min (rolling/	Percent	SUM(PercentUtilizationTo5 *

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
U		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.	SGRT. PercentUtilizationTo5 Genesys: PercentUtilization*/100 > PercentUtilizationTo5		sliding)		$\frac{\text{CallsHandledTo5}}{\text{SUM}(\text{CallsHandledTo5}) * 100}$ If $\text{SUM}(\text{CallsHandledTo5})=0$, the metric value is shown as N/ A.
Wrap W	WorkReady WorkNotReady	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 therefore =WorkReady.	Cisco ICM: SGRT. WorkReady SGRT. WorkNotReady Genesys: NotReady* > WorkReady WorkNotReady is always 0.	WorkReady + WorkNotReady	5 Min (rolling/ sliding)	Count	Cisco: $\text{SUM}(\text{WorkReady} + \text{WorkNotReady})$ Genesys: A count of distinct agents currently in AfterCallWork state. Genesys AgentState = 117 (AfterCallWork) In mixed environment Genesys AfterCallWork state count is added to $\text{SUM}(\text{WorkReady} + \text{WorkNotReady})$.
% Handlingtime (plus Campaign Calls / SignOn Time) PctHCpgnSo	TalkAndHoldTimeF1To5 OutboundTalkTimeF1To5 LoggedOnVoiceTimeTo5	Percentage of time spent in F1To5 campaign calls versus the time logged on to voice.	Cisco ICM: N/A Genesys: $\text{Total_Outbound_Talk_Time} * \text{Filter} > \text{OutboundTalkTimeF1To5} > \text{TalkAndHoldTimeF1To5} > \text{TalkAndHoldTimeF1To5} > \text{LoggedOnVoiceTime} * \text{Filter} > \text{LoggedOnVoiceTimeTo5}$	$(\text{OutboundTalkTimeF1To5} + \text{TalkAndHoldTimeF1To5}) / \text{LoggedOnVoiceTimeTo5}$ N/A N/A	5 Min (rolling/ sliding)	Percent	$\frac{\text{SUM}(\text{TalkTimeF1To5} + \text{OutboundTalkTimeF1To5})}{\text{SUM}(\text{LoggedOnVoiceTimeTo5}) * 100}$ If $\text{SUM}(\text{LoggedOnVoiceTimeTo5})=0$ 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
% Idle to SignOn PctIdleSo	NotReadyVoiceTimeTo5	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: NotReadyVoiceTime*	(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF1To5) / LoggedOnVoiceTimeTo5 * 100 If the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeTo5 - NotReadyVoiceTimeF2To5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5)=0 the metric value is shown as N/A.
% Inbound to SignOn PctibSo	TalkAndHoldTimeTo5	Percentage of time spent in inbound voice versus the time logged on to voice.	Cisco ICM: N/A Genesys: TalkAndHoldTime*	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5) / LoggedOnVoiceTimeTo5 * 100 If the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(TalkTimeTo5 + WorkReadyTimeTo5) / SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5)=0 the metric value is shown as N/A.
% Ready to SignOn PctRSO	AvailableTimeTo5	Percentage of time that agents were ready versus the time they were logged on to voice.	Cisco ICM: N/A Genesys: AvailableTime*	AvailableTimeTo5 / LoggedOnVoiceTimeTo5 * 100 If the metric value is shown as N/A	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	sum(AvailableTimeTo5) / sum(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5)=0 the metric value is shown as N/A.
% Uncontrolled Outbound	OutboundTalkTimeTo5	Percentage of time handling	Cisco ICM: N/A	OutboundTalkTimeTo5 / LoggedOnVoiceTimeTo5 * 100	5 Min (rolling/sliding)	Percent	SUM(OutboundTalkTimeF1To5) / SUM(LoggedOnVoiceTimeTo5) * 100

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
to SignOn PctUobSo	LoggedOnVoiceTimeTo5	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.	Genesys: OutboundTalkTime*+Filter > OutboundTalkTime*+Filter > LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A.	30 Min (since start of current half-hour)		If SUM(LoggedOnVoiceTimeTo5)=0, the metric value is shown as N/A.
% WF-NCRMT to SignOn PctWFncrmtSo	NotReadyVoiceTimeF2To5	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 state is added to the not ready time.	Cisco ICM: N/A Genesys: NotReadyVoiceTime*+Filter > NotReadyVoiceTime*+Filter > LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	NotReadyVoiceTimeF2To5 / LoggedOnVoiceTimeTo5 * 100	5 Min (rolling/sliding) 30 Min (since start of current half-hour)	Percent	SUM(NotReadyVoiceTimeF2To5) / sum(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5)=0, the metric value is shown as N/A.
% WF-RC2 to SignOn	NotReadyVoiceTimeF1To5	Percentage of time	Cisco ICM: N/A	NotReadyVoiceTimeF1To5 /	5 Min (rolling/	Percent	SUM(NotReadyVoiceTimeF1To5) /

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
PctWFrc2So	LoggedOnVoiceTimeTo5	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.	Genesys: NotReadyVoiceTime* > NotReadyVoiceTime > LoggedOnVoiceTime > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5 * 100 If LoggedOnVoiceTimeTo5=0, the metric value is shown as N/A.	30 Min (since start of current half-hour) sliding)		SUM(LoggedOnVoiceTimeTo5) * 100 If SUM(LoggedOnVoiceTimeTo5)=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: VoiceAvail* > VoiceAvail	VoiceAvail	Point in Time	Count	sum(VoiceAvail)
CHT-P CHT-P	TalkAndHoldTimeTo5 WorkReadyTime CallsReceivedInternalTo5 CallsHandled CallsPartyChangedTo5	Average handling time for voice. The calculation includes the total time spent on rework, hold time, and the time spent on the inbound, outbound and extension calls	Cisco ICM: N/A Genesys: TalkAndHoldTime* > TalkAndHoldTime > WorkReadyTime* > WorkReadyTimeTo5 > CallsHandled* > CallsHandledTo5 > CallsReceivedInternalTo5 > CallsReceivedInternalTo5 > CallsPartyChangedTo5 > CallsPartyChangedTo5 > CallsPartyChangedTo5	(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)/(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If (CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) =0, the metric value is shown as N/A.	30 Min (since start of current half-hour) 60 Min (rolling/sliding) Today/Daily (since midnight)	Seconds	SUM(TalkAndHoldTimeTo5 + WorkReadyTimeTo5)/ SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) If SUM(CallsReceivedInternalTo5 + CallsHandledTo5 - CallsPartyChangedTo5) =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
		answered during the rework. The time spent on inbound callbacks is also considered.					
Handling Campaign Calls HCpgn	TalkingInF1 TalkingOutF1 TalkingOtherF1	Number of agents currently handling a campaign call.	Cisco ICM: N/A Genesys: TalkingIn* + Filter > TalkingIn TalkingOut* + Filter > TalkingOut TalkingOther* + 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: TalkingIn* + Filter > TalkingIn TalkingOther* + 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: CurrentNumberHandling	N/A (this is a source metric, no computation at agent level).	Point-in-time	Count	SUM(HandlingNonVoice)
Retrieved calls [FILTERn] Rtr RtrF1 RtrF2 RtrFn Note: Only Rtr is supported in	CallsReceivedInternalTo5 CallsHandledFnTo5 CallsPartyChangedFnTo5	Number of calls answered by the selected group (not filtered or filtered).	Genesys Agent Groups CallsReceivedInternal (+ Filter) > > CallsReceivedInternal(Fn)To5 CallsHandled* (+Filter) > CallsHandled(Fn)To5 CallsPartyChanged*	CallsReceivedInternal + CallsHandled(Fn)To5 CallsPartyChanged(Fn)To5	5 Min (rolling/sliding) 30 Min (since start of current hour)	Count	sum(CallsReceivedInternal + CallsHandled(Fn)To5 - CallsPartyChanged(Fn)To5)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
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).			> CallsPartyChanged(Fn)To5				
SignOn So		Total time spent logged on to voice.	Cisco ICM: N/A Genesys: LoggedOnVoiceTime* > LoggedOnVoiceTimeTo5	LoggedOnVoiceTimeTo5	5 Min (rolling/sliding) 50 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: NotReadyVoice* > NotReadyVoiceF1	NotReadyVoiceF1	Point in Time	Count	sum(NotReadyVoiceF1)
NotReady (not productive) NRnp	NotReadyVoiceF1 NotReadyVoiceF2 NotReadyVoiceF3	Number of agents in the not ready, non-productive state.	Cisco ICM: N/A Genesys: NotReadyVoice* + Filter1 > NotReadyVoiceF1 NotReadyVoice* + Filter2 > NotReadyVoiceF2	NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2 NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoice - NotReadyVoiceF1 - NotReadyVoiceF2)
NotReady (other productive) NRothp	NotReadyVoiceF2 NotReadyVoiceF3	Number of agents in the not ready state due to the reason	Cisco ICM: N/A Genesys: NotReadyVoice* + Filter2 > NotReadyVoiceF2	NotReadyVoiceF2 NotReadyVoiceF3	Point in Time	Count	sum(NotReadyVoiceF2 + NotReadyVoiceF3)

Name/ Internal Name	SGRT Table	Description/ Notes	Source Metric Mapping > Advisor Metric	Definition Individual Agent Group	Interval/ Time Profile	Unit	Totals and Averages
		codes specified in the filter. The reason code list is not exhaustive and includes all productive reasons other than reason code 2.	NotReadyVoice* + Filter3 > 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 is 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.	

CCAdv/WA 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	Source Metric	Definition
1	AvgHandledCallsTime	Category=AverageTime Main Mask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNAction MediaType=Voice
2	AvgHandledCallsTalkTime	Category=AverageTime Main Mask=CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Relative Mask=CallInbound, CallOutbound Subject=DNStatus MediaType=Voice
3	CallsAnswered	Category=TotalNumber MainMask= CallAnsweredInbound, CallAnsweredUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
4	CallsOffered	Category=TotalNumber MainMask=CallAnsweredInbound, CallAnsweredUnknown, CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
5	LoggedOn	Category=CurrentNumber MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
6	TalkingIn	Category=CurrentNumber Description=Current number of inbound calls being handled. MainMask=CallInbound

Metric ID	Source Metric	Definition
		Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
7	TalkingOther	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallConsult Objects=Agents, GroupAgents, GroupPlaces Subject=DNStatus MediaType=Voice
8	TalkingOut	Category=CurrentNumber Description=Current number of outbound calls being handled. MainMask=CallOutbound Objects=Agent, GroupAgents, GroupPlaces, Place Subject=DNStatus MediaType=Voice
9	AgentState	Description=Current State Category=CurrentState MainMask=* Objects=Agent Subject=AgentStatus
10	Ready	Category=CurrentNumber MainMask=*, ~NotReadyForNextCall, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
11	LongestCallQueue	Category=CurrentMaxTime MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAction MediaType=Voice
12	WorkReady	Category=CurrentNumber MainMask=AfterCallWork Objects=GroupAgents, GroupPlaces Subject=AgentStatus
13	Hold	Category=CurrentNumber MainMask=CallOnHold Objects=GroupAgents, GroupPlaces Subject=AgentStatus
14	NotReady	Category=CurrentNumber MainMask=NotReadyForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus








Metric ID	Source Metric	Definition
15	Avail	Category=CurrentNumber MainMask=WaitForNextCall Objects=GroupAgents, GroupPlaces Subject=AgentStatus
16	CallsQNow	Category=CurrentNumber Description=Current Number of Calls waiting in Queue Formula=DCID MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
17	DateTimeLogin	Description=Login Time Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus
18	CallsHandled	Description=Calls Handled Category=TotalNumber MainMask=CallInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Media Type=Voice
19	LongestAvailAgent	Category=CurrentMaxTime MainMask=WaitForNextCall Objects=GroupAgents Subject=AgentStatus
20	ServiceLevelAband	Category=TotalNumberInTimeRange MainMask=CallAbandoned Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
21	ServiceLevelCalls	Category=TotalNumberInTimeRange MainMask=CallAnswered Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
22	ServiceLevelCallsQHeld	Category=CurrentNumberInTimeRange MainMask=CallWait Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
23	ServiceLevelCallsOnHold	Category=TotalNumberInTimeRange MainMask=CallWait

Metric ID	Source Metric	Definition
		Objects=Queue, RoutePoint, GroupQueues Subject=DNAAction MediaType=Voice
24	WorkReadyTime	Description=Total Wrap Time Category=TotalAdjustedTime MainMask=AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction
25	CallsAbandQ	Category=TotalNumber Description=Total number of new calls abandoned MainMask=CallAbandonedFromRingingInbound, CallAbandonedFromRingingUnknown, CallAbandonedInbound, CallAbandonedUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction MediaType=Voice
26	CallsAnsweredQueue	Category=TotalNumber Description=Total number of new calls answered Formula=DCID MainMask=CallAnsweredInbound, CallAnsweredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction MediaType=Voice
27	CallsOfferedQueue	Category=TotalNumber Description=Total number of new calls distributed Formula=DCID MainMask=CallEnteredInbound, CallEnteredUnknown Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction MediaType=Voice
28	TalkTime	Description=Total Talk Time Category=TotalTime MainMask=CallInbound, CallUnknown, CallConsult, CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
29	AnswerWaitTimeQueue	Category=TotalTime Description=Total time to answer MainMask=CallAnswered Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction MediaType=Voice



Metric ID	Source Metric	Definition
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAAction MediaType=Voice
31	CallsQNowTime	Category=CurrentTime Description=Total time calls in queue have been in queue MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAAction MediaType=Voice
32	PercentUtilization	Category=RelativeTimePercentage MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall Subject=DNStatus MediaType=Voice
80	LoggedOnTime	Category=TotalTime Description=Total LoggedIn Time MainMask=*, ~LoggedOut, ~NotMonitored Objects=GroupAgents, GroupPlaces Subject=AgentStatus
81	NotReadyTime	Category=TotalTime Description=Total Not Ready Status Time MainMask=NotReadyForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
82	CallsHandledQueue	Category=TotalNumber MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction MediaType=Voice
83	TalkTimeQueue	Category=TotalTime MainMask=CallReleased Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction
84	HandleTime	Category=TotalTime MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAAction
85	ACWTime	Category=TotalTime

Metric ID	Source Metric	Definition
		MainMask= ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
86	VoiceAvail	Category=CurrentTargetState MainMask=* Objects=GroupAgents, Agent Subject=AgentStatus
87	CallsOut	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAction
88	ExpectedDelay	Category=EstimWaitingTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAction
89	TalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
90	ACWStatus	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
91	CurrentNumberHandling	Category=CurrentNumber MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold, CallOutbound Objects=Agent, GroupAgents Subject=AgentStatus
92	TotalTimeInteractionsHandled	Category=TotalTime MainMask=CallInbound, CallInternal, Call Consult, CallUnknown, CallOnHold Objects=Agent, GroupAgents Subject=AgentStatus
100	TimeInCurrState	Category=CurrentTime MainMask=* Objects=Agent Subject=AgentStatus
101	TotalCallsTransferred	Category=TotalNumber

Metric ID	Source Metric	Definition
		MainMask=CallTransferMade Objects=Agent Subject=DNAction
102	LongestCall	Category=MaxTime MainMask=CallInbound, CallUnknown Objects=Agent Subject=DNAction
104	TotalHandleTime	Category=TotalTime MainMask= CallInbound, CallInternal, CallConsult, CallUnknown, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
105	LongestACW	Category=MaxTime MainMask=AfterCallWork Objects=Agent Subject=DNAction
106	WrappedCallsInTRange	Category=TotalNumberInTimeRange MainMask=AfterCallWork Objects=Agent Subject=DNAction
107	ReasonCode	Category= CurrentStateReasons MainMask=* Objects=Agent Subject=DNAction
108	CallsOnHold	Category=TotalNumber MainMask=CallOnHold Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
112	CallsHandledInTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=DNAction
306	LoggedOnVoiceTime	Category=TotalTime MainMask=*, ~NotMonitored Objects=Agents, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
308	LoggedOnVoice	Category=CurrentNumber MainMask=LoggedIn Objects=Agent, GroupAgents

Metric ID	Source Metric	Definition
		Subject=DNAction MediaType=voice
312	CallsCleared	Category=TotalNumber Description=Total number of calls that cannot be distributed, because the queue is full. MainMask=CallCleared Objects=Queue, GroupQueue Subject=DNAction
313	CallsEntered	Category=TotalNumber MainMask=CallEntered Objects=Queue, GroupQueue Subject=DNAction MediaType=Voice
 6001	CampAnswers	Category=TotalNumber MainMask=DialAnswer Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6002	CampDialMade	Category=TotalNumber MainMask=DialMade Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6003	CampNoAnswer	Category=TotalNumber MainMask=DialNoAnswer Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6004	CampCallbacksCompleted	Category=TotalNumber MainMask=CallbackCompleted Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6005	CampCallbacksMissed	Category=TotalNumber MainMask=CallbackMissed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6006	CampCallbacksScheduled	Category=TotalNumber MainMask=CallbackScheduled Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6007	CampPersonalCallbacksCompleted	Category=TotalNumber

Metric ID	Source Metric	Definition
		MainMask=PersonalCallbackCompleted Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6008	CampPersonalCallbacksMissed	Category=TotalNumber MainMask=PersonalCallbackMissed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6009	CampPersonalCallbacksScheduled	Category=TotalNumber MainMask=PersonalCallbackScheduled Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6010	CampRecordsCompleted	Category=TotalNumber MainMask=LeadProcessed Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6011	CampAnsweringMachine	Category=TotalNumber MainMask=DialAnswMachine Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6012	CampDialDropped	Category=TotalNumber MainMask=DialDropped Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6013	CampDialAbandoned	Category=TotalNumber MainMask=DialAbandoned Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6014	CampDialBusy	Category=TotalNumber MainMask=DialBusy Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
NEW 6015	CampMobilbox	Category=TotalNumber MainMask=DialGeneralError Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction

Metric ID	Source Metric	Definition
 6019	CampFaxDetected	Category=TotalNumber MainMask=DialFaxDetected Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction
 6020	CampSITDetected	Category=TotalNumber MainMask=DialSITDetected Objects=CallingList, Campaign, CampaignCallingList Subject=CampaignAction

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.

Metric Storage Column	Source Metric	Time Profile	Time Range	Filtered
ACWTimeHalf	ACWTime	Last30MinsGrowing	N/A	Yes
ACWTimeTo5	ACWTime	Last5Mins	N/A	Yes
ACWTimeToday	ACWTime	OneDay	N/A	Yes
AnswerWaitTimeHalf	AnswerWaitTimeQueue	Last30MinsGrowing	N/A	Yes
AnswerWaitTimeTo5	AnswerWaitTimeQueue	Last5Mins	N/A	Yes
AnswerWaitTimeToday	AnswerWaitTimeQueue	OneDay	N/A	Yes
CallsAnsweredHalf	CallsAnsweredQueue	Last30MinsGrowing	N/A	Yes
CallsAnsweredTo5	CallsAnsweredQueue	Last5Mins	N/A	Yes
CallsAnsweredToday	CallsAnsweredQueue	OneDay	N/A	Yes
CallsClearedTo5	CallsCleared	Last5Mins	N/A	Yes
CallsClearedHalf	CallsCleared	Last30Mins, Growing	N/A	Yes
CallsClearedToday	CallsCleared	OneDay, Growing	N/A	Yes
CallsEnteredHalf	CallsEntered	Last30Mins	N/A	Yes
CallsHandledHalf	CallsHandledQueue	Last30MinsGrowing	N/A	Yes
CallsHandledTo5	CallsHandledQueue	Last5Mins	N/A	Yes
CallsHandledToday	CallsHandledQueue	OneDay	N/A	Yes
CallsOfferedHalf	CallsOfferedQueue	Last30MinsGrowing	N/A	Yes
CallsOfferedTo5	CallsOfferedQueue	Last5Mins	N/A	Yes
CallsOfferedToday	CallsOfferedQueue	OneDay	N/A	Yes
CallsOutTo5	CallsOut	Last5Mins	N/A	Yes
CallsOutHalf	CallsOut	Last30MinsGrowing	N/A	Yes
CallsOutToday	CallsOut	OneDay	N/A	Yes
ExpectedDelay	ExpectedDelay	Last5Mins	N/A	Yes
HandleTimeHalf	HandleTime	Last30MinsGrowing	N/A	Yes
HandleTimeTo5	HandleTime	Last5Mins	N/A	Yes
HandleTimeToday	HandleTime	OneDay	N/A	Yes

Metric Storage Column	Source Metric	Time Profile	Time Range	Filtered
RouterCallsAbandQHalf	CallsAbandQ	Last30MinsGrowing	N/A	Yes
RouterCallsAbandQTo5	CallsAbandQ	Last5Mins	N/A	Yes
RouterCallsAbandQToday	CallsAbandQ	OneDay	N/A	Yes
RouterCallsQNow	CallsQNow	Current,0	N/A	Yes
RouterCallsQNowTime	CallsQNowTime	Current,0	N/A	Yes
RouterLongestCallQ	LongestCallQueue	Current,0	N/A	Yes
ServiceLevelAbandHalf	ServiceLevelAband	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelAbandTo5	ServiceLevelAband	Last5Mins	LessThan20Secs	Yes
ServiceLevelAbandToday	ServiceLevelAband	OneDay	LessThan20Secs	Yes
ServiceLevelCallsHalf	ServiceLevelCalls	Last30MinsGrowing	LessThan20Secs	Yes
ServiceLevelCallsTo5	ServiceLevelCalls	Last5Mins	LessThan20Secs	Yes
ServiceLevelCallsToday	ServiceLevelCalls	OneDay	LessThan20Secs	Yes
ServiceLevelCallsOnHoldHalf	ServiceLevelCallsOnHold	Last30MinsGrowing	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldTo5	ServiceLevelCallsOnHold	Last5Mins	GreaterThan20Secs	Yes
ServiceLevelCallsOnHoldToday	ServiceLevelCallsOnHold	OneDay, Growing	GreaterThan20Secs	Yes
ServiceLevelCallsQHeld	ServiceLevelCallsQHeld	Current,0	GreaterThan20Secs	Yes
TalkTimeHalf	TalkTimeQueue	Last30MinsGrowing	N/A	Yes
TalkTimeTo5	TalkTimeQueue	Last5Mins	N/A	Yes
TalkTimeToday	TalkTimeQueue	OneDay	N/A	Yes

Agent Statistics

The following Table lists agent statistics.

Metric Storage Column	Stat Server Metric	Time Profile	Filtered
AgentState	AgentState	Current,0	No
DateTimeLogin	DateTimeLogin	Current,0	No
AgentVoiceReady	VoiceAvail	Current,0	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.

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

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	EmailEntered105 EmailEnteredHalfHour 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] (a_eMaxQ)	eMaxQ	The maximum	Genesys Interaction	EmailMaxInQ105	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	EmailEntered15 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	EmailMaxInQTop 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	EmailMinInQTop 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	EmailMovedTop 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	ChatHandleTime	5 Min (rolling/sliding)	Above	Seconds
Metric: [InbStopped] (s_wInbStop)	s_wInbStop	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	ChatOfferedTo	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	ChatRejectedTo/ChatOfferedTo	5 Min (rolling/sliding)		Percent
Metric: [Rejected] (s_wRjct)	s_wRjct	The total number of Chat interactions	Genesys Agent Groups	ChatRejectedTo	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	$\frac{\text{ChatTimedOutTo5}}{\text{ChatOfferedTo5}}$	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_eInbStop	The total number of Inbound e-mail interactions that were terminated by this resource during the specified	Genesys Agent Groups	Email_InbStoppedTo5	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.					