GENESYS™

Performance Management Advisors Metrics Reference Guide

Queue Metrics and Agent Stats

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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