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Performance Management Advisors Metrics Reference Guide

CCAdv/WA Stat Server Metrics

12/14/2025

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=DNAAction
86	VoiceAvail	Category=CurrentTargetState MainMask=* Objects=GroupAgents, Agent Subject=AgentStatus
87	CallsOut	Category=TotalNumber MainMask=CallEnteredOutbound Objects=Queue, GroupQueues, RoutePoint Subject= DNAAction
88	ExpectedDelay	Category=EstimWaitingTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint RelMask=CallDistributed, CallAbandoned Subject=DNAAction
89	TalkAndHoldTime	Category=TotalTime MainMask=CallInbound, CallConsult, CallUnknown, CallInternal Objects=Agent, GroupAgents Subject=DNAAction MediaType=voice
90	ACWStatus	Category=TotalNumber MainMask=AfterCallWork Objects=Agent, GroupAgents Subject=DNAAction 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