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Performance Management Advisors Metrics Reference Guide

WA Voice Metrics

12/16/2025

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	<p>Cisco:</p> $\frac{(\text{CallsHandledHalf} * \text{AnswerWaitTimeHalf} / \text{CallsAnsweredHalf})}{\text{CallsHandledHalf}}$ <p>Genesys:</p> $\frac{(\text{Sum}(\text{CallsHandledHalf} * \text{AnswerWaitTimeHalf} / \text{CallsAnsweredHalf}))}{\text{Sum}(\text{CallsHandledHalf})}$ <p>Where Sum(CallsHandledHalf) is the sum of this metric from a unique set of Agent Groups associated with the contact group.</p>	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: $\frac{[(\text{CallsOfferedHalf} * \text{ServiceLevelCallsHalf}) / (\text{ServiceLevelCallsOfferedHalf})] * 100}{\text{CallsOfferedHalf} * 100}$ Genesys Stat Server: $\frac{[(\text{CallsOfferedHalf} * \text{ServiceLevelCallsHalf}) / (\text{ServiceLevelCallsHalf} + \text{ServiceLevelCallsAbandHalf} + \text{ServiceLevelCallsOnHoldHalf})] * 100}{\text{CallsOfferedHalf} * 100}$	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%	AAHTDEV PCT	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: $\text{PERF_ITEM_FRC_CNC_MAS}$ EX: $\text{CTActiveForecastRealASA}$ eWFM: $\text{FG.RDELAY SEC (Revised Calculated Average)}$	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")] WHERE AgentId from Agent Groups associated with the contact groups.	Point in Time	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))	Hourly	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))	Next Call Time	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	$\text{CallsReceivedInternal} + \text{CallsHandled} - \text{CallsPartyChanged}$	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	$\text{APS} / \text{SCH} * 100$	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	$\text{STF_WU} / \text{SCH} * 100$	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)</p> <p>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</p> <p>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).					