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Performance Management Advisors Metrics Reference Guide

CCAdv Application Voice, Alert, and iWD Application Metrics



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CCAdv Application Voice, Alert, and iWD Application Metrics

This page lists all the CCAdv application voice and alert metrics, as well as the Genesys intelligent Workload Distribution (iWD) interaction queue metrics for CCAdv.

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
 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
 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 %/ AbnPct	Percentage of calls abandoned while in queue or ringing.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsAbandQ > RouterCallsAbandQ CallsOfferedQueue > CallsOffered	Cisco Services: 100*(CallsAbandQTo5/ CallsOfferedTo5) 100*(CallsAbandQHalf/ CallsOfferedHalf)	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Percent

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
				$\frac{\text{CallsOfferedHalf}}{100 * (\text{CallsAbandQToday} / \text{CallsOfferedToday})}$ <p>Genesys/Cisco Call Types: $100 * (\text{RouterCallsAbandQTo5} / \text{CallsOfferedTo5})$ $100 * (\text{RouterCallsAbandQHalf} / \text{CallsOfferedHalf})$ $100 * (\text{RouterCallsAbandQToday} / \text{CallsOfferedToday})$ </p>	midnight)	
Acc%/ APCT	Accessibility % is a productivity metric that compares the total calls offered to answered.	Calculated, Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	$\frac{\text{CallsAnsweredQueue}}{\text{CallsOfferedQueue}} > \frac{\text{CallsAnswered}}{\text{CallsOffered}}$	$100 * (\frac{\text{CallsAnsweredTo5}}{\text{CallsOfferedTo5}})$ $100 * (\frac{\text{CallsAnsweredHalf}}{\text{CallsOfferedHalf}})$ $100 * (\frac{\text{CallsAnsweredToday}}{\text{CallsOfferedToday}})$	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Below Percent
Ans/ CA	Number of inbound calls answered by agents.	Cisco ICM Services/Call Types, Genesys Virtual Queues, Genesys Queues	$\frac{\text{CallsAnsweredQueue}}{\text{CallsAnswered}} > \frac{\text{CallsAnsweredQueue}}{\text{CallsAnswered}}$	$\frac{\text{CallsAnsweredTo5}}{\text{CallsAnsweredHalf}} \frac{\text{CallsAnsweredToday}}$	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	$\frac{\text{CallsAnsweredQueue}}{\text{CallsAbandQ}} > \frac{\text{CallsAnsweredQueue}}{\text{RouterCallsAbandQ}}$	<p>Cisco Services:</p> $\frac{\text{CallsAnsweredTo5} + \text{CallsAbandQTo5} + \text{CallsAnsweredHalf} + \text{CallsAbandQHalf} + \text{CallsAnsweredToday} + \text{CallsAbandQToday}}{\text{Genesys/Cisco Call Types: CallsAnsweredTo5} + \text{CallsAbandQTo5} + \text{CallsAnsweredHalf} + \text{CallsAbandQHalf} + \text{CallsAnsweredToday} + \text{CallsAbandQToday}}$	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
				RouterCallsAbandQTo5 CallsAnsweredHalf + RouterCallsAbandQHalf CallsAnsweredToday + RouterCallsAbandQToday		
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	CampAnsweringMachineTo5 CampAnsweringMachineHalf CampAnsweringMachineToday	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	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
	who is not the Wrong 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	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
			<>101(NotMonitored) and AgentState <>102(Monitored)			
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

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
Average Handle Time (AHT)/ AHT	Average handle time in seconds for calls.	Cisco ICM Services, Call Types, Cisco Services, Cisco Call Types Genesys Virtual Queues, Genesys Queues	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
Average Speed to Answer (ASA)/ ASA	Average answer wait time in seconds for calls offered	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	AnswerWaitTimeQueue > AnswerWaitTime CallsAnsweredQueue > CallsAnswered	AnswerWaitTimeTo5 / CallsAnsweredTo5 AnswerWaitTimeHalf / CallsAnsweredHalf AnswerWaitTimeToday / CallsAnsweredToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Average Talk Time (ATT)/ ATT	Average talk time in seconds for calls.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	TalkTimeQueue > TalkTime CallsHandledQueue > CallsHandled	TalkTimeTo5 / CallsHandledTo5 TalkTimeToHalf / CallsHandledHalf TalkTimeToday / CallsHandledToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
 Busy/ CampDialBusy	The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of "Busy"; that is, the call does not go through because of a busy signal for the called party.	Genesys Queues	CampDialBusy > M6014	CampDialBusyTo5 CampDialBusyHalf CampDialBusyTo5	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
 Callbacks Completed/	The total number of callbacks	Genesys Queues	CampCallbacks	CampCallbacks	5 Min (rolling/sliding), 30 Min	Count


Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
CampCallbacksCompleted	completed (executed). The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.		Completed > M6004	CompletedTo5 CampCallbacksCompletedHalf CampCallbacksCompletedToday	(since start of current half-hour), Today/Daily (since midnight)	
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	CampCallbacksMissedTo5 CampCallbacksMissedHalf CampCallbacksMissedToday	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	CampCallbacksScheduledTo5	5 Min (rolling/sliding), 30 Min (since start of current half-hour),	Count

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
CampCallbacksScheduled				CampCallbacksScheduledHalf CampCallbacksScheduledToday	Today/Daily (since midnight)	
Calls/ CIN	Number of incoming calls currently in progress. NOTE: When Genesys Queues/Virtual Queues or Cisco Call Types, this is calculated from the associated unique agent/skill groups.	Cisco Services, Cisco Call Types, Genesys Virtual Queues, Genesys Queues	TalkingIn > TalkingIn	Cisco Services: CallsInNow Genesys/Cisco Call Types: For all unique agent/skill groups related to the application(s) in scope: Sum (SGRT.TalkingIn)	Point in Time	Above Count
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/	Date and time that this data last					

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
DateTime	updated. Used to calculate longest queue and longest wait time.					
NEW Dial Made/ CampDialMade	Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.	Genesys Queues	CampDialMade > M6002	CampDialMadeTo5 CampDialMadeHalf CampDialMadeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
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	CampDialDroppedTo5 CampDialDroppedHalf 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	Genesys Queues	CampDialMade > M6002 CampDialDropped > M6012	100 * CampDialDroppedTo5/ CampDialMadeTo5 100 * CampDialDroppedHalf/ CampDialMadeHalf 100 * CampDialDroppedToday/ CampDialMadeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Percent


Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
	queue because no agent is available to take them.					
ExpDelay/ ED	Predicted delay in seconds for any new call added to the queue. This is valid only if no agents are available.	Cisco ICM Services/ Call Types, Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	ExpectedDelay > ExpectedDelay	Cisco Services/ Genesys Queues: ExpectedDelay Cisco Call Types: (((CallsQNow) + 1) * ([HandleTimeTo5] / [CallsHandledTo5])) / ([STF] - [NOT_READY_APP])	Point in Time	Above 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	CampFaxDetectedTo5 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)	Genesys Queues	CampAnswers > M6001 CampDialMade > M6002	100 * CampAnswersTo5/ CampDialMadeTo5 100 * CampAnswersHalf/ CampDialMadeHalf 100 * CampAnswersToday/ CampDialMadeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Percent

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
	during the same time period.					
Handle Time (HT)/ HT	Total handle time in seconds for calls.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	HandleTime > HandleTime	HandleTimeTo5 HandleTimeHalf HandleTimeToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Seconds
Handled/ CH	Number of calls handled.	Cisco ICM Skill Groups, Genesys Virtual Queues, Genesys Queues	CallsHandledQueue > CallsHandled	CallsHandledTo5 CallsHandledHalf 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	CurrentAgentState (= 110)	Count of distinct agents from Agent Groups associated with application(s) (service(s)/call type(s)/queue(s)) that are currently in 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	LongestAvailAgent > LongestAvailAgent	Cisco: DateTime - LongestAvailAgent Genesys: For all unique agent groups related to the application(s) in scope: Max (DateTime - LongestAvailAgent))	Point in Time	Above Seconds

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
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	LongestCallQueue > LongestCallQ	Cisco Services: DateTime - LongestCallQ (ICM calculates LongestCallQ to the end of the five-minute period.) Genesys/Cisco Call Types: DateTime - RouterLongestCallQ	Point in Time	Above Seconds
 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	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),	N/A Count

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
	application during the period.				Today/Daily (since midnight)	
Outbound/ COT	Number of outbound calls by agents.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys Queues	CallsOut > CallsOut	CallsOutTo5 CallsOutHalf CallsOutToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	N/A Count
NEW Per. Callbacks Completed/ CampPersonal CallbacksCompleted	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	CampPersonal CallbacksCompleted > M6007	CampPersonalCallbacks CompletedTo5 CampPersonalCallbacks CompletedHalf CampPersonalCallbacks CompletedToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Count
NEW Per. Callbacks Missed/ CampPersonal CallbacksMissed	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	Genesys Queues	CampPersonal CallbacksMissed > M6008	CampPersonalCallbacks MissedTo5 CampPersonalCallbacks MissedHalf CampPersonalCallbacks MissedToday	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
	time of the scheduled personal callback.					
NEW Per. Callbacks Scheduled/ CampPersonal CallbacksScheduled	The total number of personal callbacks scheduled.	Genesys Queues	CampPersonal CallbacksScheduled > M6009	CampPersonalCallbacks ScheduledTo5 CampPersonalCallbacks ScheduledHalf CampPersonalCallbacks ScheduledToday	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	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/	The total number of leads from calling	Genesys Queues	CampRecords	CampRecords	5 Min (rolling/sliding), 30 Min	Count

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
CampRecordsCompleted	lists (counting records from the same lead as one record) processed to the point that no further action will 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.		Completed > M6010	CompletedTo5 CampRecordsCompletedHalf CampRecordsCompletedToday	(since start of current half-hour), Today/Daily (since midnight)	
 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	Genesys Queues	CampSITDetected > M6020	CampSITDetectedTo5 CampSITDetectedHalf CampSITDetectedToday	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
	when, for instance, a telephone number is invalid, no 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	ServiceLevelCalls > ServiceLevelCalls ServiceLevelCallsOnHold > ServiceLevelCallsOnHold ServiceLevelCallsOffered > ServiceLevelCallsOffered	$100 * \frac{\text{ServiceLevelCallsTo5}}{\text{ServiceLevelCallsOfferedTo5}}$ <p>where ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM and ServiceLevelCallsOffered for Genesys objects is derived (outside Stat Server) from the following source metric calculation: ServiceLevelCalls + ServiceLevelCallsOnHold</p> <ul style="list-style-type: none"> Repeat for ToHalf and Today. ServiceLevelCalls is the total number of calls answered by agents during the specified time interval before the service level 	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
				<p>threshold expired.</p> <ul style="list-style-type: none"> ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired. 		
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 prior to the threshold.	Cisco ICM Services/ Call Types, Genesys Virtual Queues, Genesys ACD Queues	<p>ServiceLevelCalls</p> <p>> ServiceLevelCalls</p> <p>ServiceLevelCallsOnHold > ServiceLevelCallsOnHold</p> <p>ServiceLevelAband > ServiceLevelAband</p> <p>ServiceLevelCallsOffered > ServiceLevelCallsOffered</p>	<p>100 * ((ServiceLevelCallsto5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5)</p> <p>where ServiceLevelCallsOffered (SLCO) for CISCO objects is produced by CISCO ICM and ServiceLevelCallsOffered for Genesys objects is derived (outside Stat Server) from the following source metric calculation: ServiceLevelCalls + ServiceLevelCallsOnHold + ServiceLevelAband</p> <ul style="list-style-type: none"> Repeat for ToHalf and Today. ServiceLevelCalls is the total 	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
				<p>number of calls answered by agents during the specified time interval before the service level threshold expired.</p> <ul style="list-style-type: none"> ServiceLevelCallsOnHold is the total number of calls waiting in queue before the SL threshold expired. ServiceLevelAband is the total number of calls abandoned at the queue before the service level threshold expired during the specified time interval. 		
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	CurrentAgentState	Count of distinct agents from Agent Groups associated with application(s) (service(s))/call	Point in Time	N/A Count

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
		ACD Queues		type(s)/queue(s) that are currently not in AgentState CISCO: 0 ("Logged Off") and Genesys: ("NotMonitored" 101), ("NotMonitored" 102), (LoggedOut 116).		
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	TransferOutCallsTo5 TransferOutCallsHalf TransferOutCallsToday	5 Min (rolling/sliding), 30 Min (since start of current half-hour), Today/Daily (since midnight)	Above Count
NEW Voicemail recognition/	Number of recognized	Genesys Queues	CampMobilbox > M6015	CampMobilboxTo5	5 Min (rolling/sliding), 30 Min	Count

Name/Internal Name	Description	Source Type	Source Metric Mapping	Definition (Formula)	Period/Time Profile	Threshold Type/ Unit
CampMobilbox	voicemails.			$\frac{\text{CampMobilboxHalf}}{\text{CampMobilboxToday}}$	(since start of current half-hour), Today/Daily (since midnight)	
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

iWD Application Metrics

Name	Display Name	Description	Type	Calculation	Time Profile
WorkItemEntered	Entered iWD	Number of work item interactions that entered the queue.	Raw	WorkItemEntered	Historical
WorkItemStopped	Stopped iWD	Number of work item interactions for which processing stopped while in this queue.	Raw	WorkItemStopped	Historical
WorkItemMoved	Moved iWD	Number of work items that moved from this queue to any other queue.	Raw	WorkItemMoved	Historical
MaxWorkItem Processed	Max Processed iWD	Maximum number of work items that either were awaiting processing or in processing within the contact center.	Raw	MaxWorkItem Processed	Historical
MinWorkItem Processed	Min Processed iWD	Minimum number of work items that were either waiting processing or in processing.	Raw	MinWorkItem Processed	Historical
WorkItemWaiting	Current Waiting iWD	Number of work item interactions that are currently waiting to be processed.	Raw	CurrentWorkItem Waiting	Point-in-time
WorkItemInQueue	Current In Queue iWD	Number of work item interactions that are currently in interaction	Raw	CurrentWorkItem InQueue	Point-in-time

Name	Display Name	Description	Type	Calculation	Time Profile
		queue.			