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Performance Management Advisors Metrics Reference Guide

Stat Server Definitions for FA Source Metrics

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Stat Server Definitions for FA Source Metrics

The following Table lists the Genesys statistic definitions used by the default 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.

Source Metric ID	Stat Server Metric Name	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.

Source Metric ID	Stat Server Metric Name	Definition
		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
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

Source Metric ID	Stat Server Metric Name	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 NOTE: Replaces metric ID #109 starting in release 8.5.0	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

Source Metric ID	Stat Server Metric Name	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

Source Metric ID	Stat Server Metric Name	Definition
30	AnswerWaitTime	Category=TotalTime MainMask=CallWait Objects= GroupAgents, GroupPlaces Subject=DNAction MediaType=Voice
31	CallsQNowTime	Category=CurrentTime MainMask=CallWait Objects=GroupQueues, Queue, RoutePoint Subject=DNAction MediaType=Voice
32	PercentUtilization	Category=RelativeTimePercentage MainMask=CallInbound, CallOutbound, AfterCallWork Objects=Agent, Place, GroupAgents, GroupPlaces RelMask=*, ~NotReadyForNextCall Subject=DNStatus MediaType=Voice
33	EmailAccepted	Category=TotalNumber MainMask=CallAnswered Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
34	EmailHandleTime	Category=TotalTime MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
35	EmailHandled	Category=TotalNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
38	EmailOffered	Category=TotalNumber MainMask=RinginStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
39	EmailRejected	Category=TotalNumber MainMask=CallAbandonedFromRingin Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
41	EmailInboundStopped	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=PlaceholderForInteractionStopped3 Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
42	EmailTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
43	EmailTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
44	EmailInProgress	Category=CurrentNumber MainMask=CallUnknown, CallInternal, CallInbound, CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
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	ChatInProgress	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,

Source Metric ID	Stat Server Metric Name	Definition
		GroupPlaces Subject=DNAAction
53	ChatOffered	Category=TotalNumber MainMask=RinginStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction
54	ChatRejected	Category=TotalNumber MainMask=CallAbandonedFromRingin Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction
56	ChatTimedOut	Category=TotalNumber MainMask=PlaceholderForRevoking Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction
60	ChatTransfers	Category=TotalNumber MainMask=CallTransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction
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

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=CallReleased, ACWCompleted Objects=Queue, GroupQueues, RoutePoint Subject=DNAction
85	ACWTime	Category=TotalTime 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

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=* Objects=Agent Subject=AgentStatus
101	TotalCallsTransferred	Category=TotalNumber 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
109 NOTE: Replaced by metric ID #17 starting in release 8.5.0.	Informiam.Login_Timestamp	Category=CurrentContinuousTime MainMask=*, ~LoggedOut Objects=Agent Subject=AgentStatus
112	CallsHandledInTRange	Category=TotalNumberInTimeRange MainMask=CallInbound Objects=Agent Subject=DNAction

Source Metric ID	Stat Server Metric Name	Definition
306	LoggedOnVoiceTime	Category=TotalTime MainMask=*, ~NotMonitored Objects=Agents, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
308	LoggedOnVoice	Category=CurrentNumber MainMask=LoggedIn Objects=Agent, GroupAgents Subject=DNAction MediaType=voice
500	InboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Inbound ACW MainMask=AfterCallWorkInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
501	OutboundACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Outbound ACW MainMask=AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
502	OtherACWVoiceTime	Category=TotalAdjustedTime Description=Total Time Other ACW MainMask=AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
503	AllACWVoiceTime	Category=TotalAdjustedTime Description=Total Time All ACW MainMask=AfterCallWorkInbound, AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult, AfterCallWorkOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNStatus MediaType=voice
504	ReadyTime	Category=TotalTime Description=Total Ready Status Time MainMask=WaitForNextCall Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
505	InboundUnknownVoiceCalls	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		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
507	ConsultCalls	Category=TotalNumber Description=Total Number Consult Calls MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction
508	InternalVoiceCalls	Category=TotalNumber Description=Total Number Internal Calls MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction MediaType=voice
509	InboundVoiceStatusTime	Category=TotalTime Description=Total Inbound Status Time MainMask=CallInbound, CallUnknown Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
510	OutboundVoiceStatusTime	Category=TotalTime Description=Total Outbound Status Time MainMask=CallOutbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
511	ConsultStatusTime	Category=TotalTime Description=Total Consult Status Time MainMask=CallConsult Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus
512	InternalVoiceStatusTime	Category=TotalTime Description=Total Internal Status Time

Source Metric ID	Stat Server Metric Name	Definition
		MainMask=CallInternal Objects=Agent, Place, GroupAgents, GroupPlaces Subject=AgentStatus MediaType=voice
 7007	InteractionOffered	Category=TotalNumber Description=The total number of interactions that were offered for processing during the specified time period. This statistic counts interactions both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Channel=All
 7008	InteractionAccepted	Category=TotalNumber Description=The total number of interactions that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Channel=All
 7009	InteractionRejected	Category=TotalNumber Description=The total number of interactions that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Channel=All
 7010	InboundInteractionStopped	Category=TotalNumber Description=The total number of inbound interactions that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Channel=All
 7011	InteractionProcessed	Category=TotalNumber Description=The total number of interactions handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAAction Channel=All
 7012	InteractionTimedOut	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		Description=The total number of interactions that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
NEW 7013	TotalNumberTransferMade	Category=TotalNumber Description=The total number of transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
NEW 7014	InteractionProcessingTime	Category=TotalTime Description=The total amount of time that interactions were in processing within the specified time period and for which processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Channel=All
NEW 7017	WorkItemOffered	Category=TotalNumber Description=The total number of media work items that were offered for processing during the specified time period. This statistic counts media work items both offered by business routing strategies and by other agents. MainMask=InteractionDeliveringStarted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
NEW 7018	WorkItemAccepted	Category=TotalNumber Description=The total number of media work items that were offered for processing and that were accepted during the specified time period. MainMask=InteractionAccepted Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
NEW 7019	WorkItemRejected	Category=TotalNumber

Source Metric ID	Stat Server Metric Name	Definition
		Description=The total number of media work items that were offered for processing and that were rejected during the specified time period. MainMask=InteractionRejected Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
 7020	WorkItemTerminated	Category=TotalNumber Description=The total number of inbound media work items that were terminated by an agent (agents) during the specified time period. MainMask=InteractionStoppedInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
 7021	WorkItemProcessed	Category=TotalNumber Description=The total number of media work items handled during the specified time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
 7022	WorkItemTimedOut	Category=TotalNumber Description=The total number of media work items that were revoked during the specified time period due to prolonged nonactivity. This excludes e-mails that were rejected by the agent and includes e-mails that timed out as not accepted while delivering. MainMask=InteractionRevoked Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
 7023	WorkItemTransferMade	Category=TotalNumber Description=The total number of media work item transfers made during the specified time period. This statistic counts each transfer separately including those where the agent transferred the same interaction more than once. MainMask=TransferMade Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem
 7024	WorkItemProcessingTime	Category=TotalTime Description=The total amount of time that media work items were in processing during the specified time period and for which

Source Metric ID	Stat Server Metric Name	Definition
		processing has finished within the same time period. MainMask=InteractionHandlingInbound Objects=Agent, Place, GroupAgents, GroupPlaces Subject=DNAction Filter Name=Media_Workitem