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Performance Management Advisors Metrics Reference Guide

Agent Group Metrics, including iWD

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Agent Group Metrics, including iWD

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The Genesys intelligent Workload Distribution (iWD) agent group metrics are available in CCAdv only.

Standard Agent Group Metrics

The following Table shows the list of all standard Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

Metric Storage Column	Source Metric	Time Profile
Avail	Avail	Current,0
NEW AvailableTimeTo5 Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	5 Min, Sliding
NEW AvailableTimeHalf Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	30 Min, Growing
NEW AvailableTimeToday Introduced in CCAdv/WA release 8.5.101.25.	AvailableTime	OneDay, Growing
LoggedOn	LoggedOn	Current,0
LoggedOnTimeTo5	LoggedOnTime	5Mins,Sliding
LongestAvailAgent	LongestAvailAgent	Current,0
NotReady	NotReady	Current,0
PercentUtilizationTo5	PercentUtilization	5Mins,Sliding
Ready	Ready	Current,0
TalkingOther	TalkingOther	Current,0
TalkingOut	TalkingOut	Current,0
WorkReady	WorkReady	Current,0
WorkReadyTimeTo5	WorkReadyTime	5Mins,Sliding
WorkReadyTimeHalf	WorkReadyTime	30Mins,Growing
WorkReadyTimeToday	WorkReadyTime	OneDay,Growing

Filtered Agent Group Metrics

The following Table shows the list of all filtered Advisors metrics retrieved for Contact Center Advisor and Workforce Advisor and maps the Advisors metrics to Stat Server metrics.

Starting in release 8.5.0, 30mins and oneday metrics are no longer enabled by default.

Metric Storage Column	Source Metric	Time Profile
ACWStatusTo5	ACWStatus	5Mins,Sliding
AnswerWaitTimeTo5	AnswerWaitTime	5Mins,Sliding
AvgHandledCallsTalkTimeTo5	AvgHandledCallsTalkTime	5Mins,Sliding
AvgHandledCallsTimeTo5	AvgHandledCallsTime	5Mins,Sliding
CallsAnsweredTo5	CallsAnswered	5Mins,Sliding
CallsHandledHalf	CallsHandled	30Mins,Growing
CallsHandledTo5	CallsHandled	Last5Mins
CallsHandledToday	CallsHandled	OneDay,Growing
CallsOfferedTo5	CallsOffered	5Mins,Sliding
HandlingF1	CurrentNumberHandling	Current,0
Hold	Hold	Current,0
NEW RetrievedCallsF16To5 Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	5 Min, Sliding
NEW RetrievedCallsF16Half Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	30 Min, Growing
NEW RetrievedCallsF16Today Introduced in CCAdv/WA release 8.5.101.25.	Retrieved_Calls5_F16	OneDay, Growing
TalkAndHoldTimeTo5	TalkAndHoldTime	5Mins, Sliding
NEW TalkAndHoldTimeF16To5 Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	5 Min, Sliding
NEW TalkAndHoldTimeF16Half Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	30 Min, Growing
NEW TalkAndHoldTimeF16Today Introduced in CCAdv/WA release 8.5.101.25.	TalkAndHoldTimeF16	OneDay, Growing
TalkingIn	TalkingIn	Current,0
TalkTimeHalf	TalkTime	30Mins,Growing
TalkTimeTo5	TalkTime	5Mins,Sliding
TalkTimeToday	TalkTime	OneDay,Growing

iWD Agent Group Metrics

Name	Display Name	Description	Type	Calculation	Time Profile
WorkItemOffered	Offered iWD	Number of work items offered for processing.	Raw	WorkItemOffered	Historical
WorkItemAccepted	Accepted iWD	Number of work items offered for processing, and accepted.	Raw	WorkItemAccepted	Historical
WorkItemRejected	Rejected iWD	Number of work items offered for processing, and rejected.	Raw	WorkItemRejected	Historical
WorkItemTerminated	Terminated iWD	Number of work items terminated.	Raw	WorkItemTerminated	Historical
WorkItemProcessed	Processed iWD	Number of work items handled.	Raw	WorkItemProcessed	Historical
WorkItemTimedOut	Timed Out iWD	Number of work items that were accepted, pulled, or created and subsequently revoked because of prolonged non activity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.	Raw	WorkItemTimedOut	Historical
WorkItemTransfersMade	Transfers Made iWD	Number of work item transfers.	Raw	WorkItemTransfersMade	Historical
WorkItemProcessingTime	Processing Time iWD	Amount of time that work items either were in processing at the beginning of the reporting interval and	Raw	WorkItemProcessingTime	Historical

Name	Display Name	Description	Type	Calculation	Time Profile
		finished processing within the same reporting interval or started processing within the reporting interval and finished processing within the same reporting interval.			
WorkItemAverageProcessingTime	Avg Processing Time iWD	Average amount of time spent handling work items interactions.	Calculated	WorkItemProcessingTime/ NULLIF(WorkItemProcessed,0)	Historical