



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Performance Management Advisors Metrics Reference Guide

CCAdv and WA Metrics

5/8/2025

CCAdv and WA Metrics

The tables on the following pages provide descriptions of the default (out-of-box) Contact Center Advisor and Workforce Advisor metrics:

- [CCAdv Application Voice and Alert Metrics](#)
- [WA Voice Metrics](#)
- [Agent Group Voice Metrics](#)
- [Alert Metrics](#)
- [Queue Metrics and Agent Stats](#)
- [Agent Group Metrics](#)
- [CCAdv Web and Email Metrics](#)
- [Stat Server Definitions for CCAdv/WA Source Metrics](#)

For your reference, the following sections describe the Genesys intelligent Workload Distribution (iWD) metrics for queue activity (Interaction Queues) and agent group activity that are available in CCAdv/WA:

- [iWD Application Metrics \(CCAdv\)](#)
- [iWD Agent Group Metrics](#)