GENESYS™

Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

Table AGT_QUEUE_HOUR

5/11/2025

Table AGT_QUEUE_HOUR

Description

In partitioned databases, this table is not partitioned.

This disposition-based aggregate table provides a rollup of contact center activities from the perspective of the following queue-type devices that interactions enter and pass through:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

Rollups are derived primarily from the MEDIATION_SEGMENT_FACT table, and aggregation is performed along the DATE_TIME, TENANT, MEDIA_TYPE, RESOURCE_, INTERACTION_TYPE, and RESOURCE_GROUP_COMBINATION dimensions. The combination of keys to these dimensions uniquely identifies records in this table.

Where so indicated, the measures in this table include either warm consult interactions or simple consult interactions. Warm consult interactions, or warm consultations, refer to those consultations that result in transfer to or conference with an agent. Simple consultations are consult interactions that begin and end in consult.

The measures suffixed "_80" (for example, ACCEPTED_THR_80) provide backward compatibility. They appear only in upgraded schemas and their values rely on thresholds that are configured in the **[gim-etl*]** section.

The same columns and column descriptions apply to other AGT_QUEUE_* tables.

> **Tip**
> The GPM_* columns in this table are populated only if the **enable-gpr** feature is enabled.

> **Tip**
>
> - This document shows *table* information because it is more informative than *view* information. However, directly querying tables is not supported; perform your queries on views.
>
> - This document shows the HOUR structure for each table, as an example. For each table, the same structure is used for SUBHR through YEAR views.
>
> - Where referenced, IRF resources include:
>
>   - Handling resources (such as self-service IVR ports, agents, or non-agent-associated DNs)
>
>   - Mediation resources (such as a non-self-service IVR ports, voice treatment ports, ACD queues, routing points, and so forth) where the interaction ends in mediation before being distributed to a handling resource.
>
> - *IRF* is an abbreviation for the INTERACTION_RESOURCE_FACT table.
>
> - *MSF* is an abbreviation for the MEDIATION_SEGMENT_FACT table.

> **Tip**
>
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	DV
DATE_TIME_KEY	int				-1
GROUP_COMBINATION_KEY	int				-1
RESOURCE_KEY	int			X	-1
INTERACTION_DESCRIPTOR_KEY	int			X	-1
TENANT_KEY	int			X	-1
WORKBIN_KEY	int			X	-1

Table AGT_QUEUE_HOUR

Column	Data Type	P	M	F	DV
MEDIA_TYPE_KEY	int			X	-1
INTERACTION_TYPE_KEY	int			X	-1
USER_DATA_KEY1	int				-1
USER_DATA_KEY2	int				-1
USER_DATA_GEN_KEY1	int				-1
USER_DATA_GEN_KEY2	int				-1
ENTERED	numeric(18,0)				
CLEARED	numeric(18,0)				
CLEARED_TIME	numeric(18,0)				
CLEARED_TIME_MAX	numeric(18,0)				
CLEARED_STUCK	numeric(18,0)				
ABANDONED	numeric(18,0)				
ABANDONED_TIME	numeric(18,0)				
ABANDONED_TIME_MAX	numeric(18,0)				
ABANDONED_SHORT	numeric(18,0)				
ABANDONED_STANDARD	numeric(18,0)				
ABANDONED_STANDARD_TIME	numeric(18,0)				
ABANDONED_INVITE	numeric(18,0)				
DISTRIBUTED_	numeric(18,0)				
DISTRIBUTED_TIME	numeric(18,0)				
DISTRIBUTED_TIME_MAX	numeric(18,0)				
REDIRECTED	numeric(18,0)				
ROUTED_OTHER	numeric(18,0)				
ACCEPTED	numeric(18,0)				
ACCEPTED_THR	numeric(18,0)				
ACCEPTED_AGENT	numeric(18,0)				
ACCEPTED_AGENT_TIME	numeric(18,0)				
ACCEPTED_AGENT_THR	numeric(18,0)				
DEFERRED	numeric(18,0)				
TRANSFER_INIT_AGENT	numeric(18,0)				
INVITE	numeric(18,0)				
INVITE_TIME	numeric(18,0)				
ENGAGE_TIME	numeric(18,0)				
WRAP	numeric(18,0)				
WRAP_TIME	numeric(18,0)				
HOLD	numeric(18,0)				
HOLD_TIME	numeric(18,0)				

Table AGT_QUEUE_HOUR

Column	Data Type	P	M	F	DV
CONSULT_ENTERED	numeric(18,0)				
CONSULT_CLEARED	numeric(18,0)				
CONSULT_CLEARED_TIME	numeric(18,0)				
CONSULT_CLEARED_TIME_MAX	numeric(18,0)				
CONSULT_CLEARED_STUCK	numeric(18,0)				
CONSULT_ABANDONED	numeric(18,0)				
CONSULT_ABANDONED_TIME	numeric(18,0)				
CONSULT_ABANDONED_TIME_MAX	numeric(18,0)				
CONSULT_ABANDONED_SC	numeric(08,0)				
CONSULT_ABANDONED_SC_STANDARD	numeric(18,0)				
CONSULT_ABN_STANDARD_TIME	numeric(18,0)				
CONSULT_ABANDONED_INV	numeric(18,0)				
CONSULT_DISTRIBUTED	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME	numeric(18,0)				
CONSULT_DISTRIBUTED_TIME_MAX	numeric(18,0)				
CONSULT_REDIRECTED	numeric(18,0)				
CONSULT_ROUTED_OTHER	numeric(18,0)				
CONSULT_ACCEPTED	numeric(18,0)				
CONSULT_ACCEPTED_TIME	numeric(18,0)				
CONSULT_ACCEPTED_TIME_MAX	numeric(18,0)				
CONSULT_ACCEPTED_THR	numeric(18,0)				
CONSULT_ACCEPTED_AGENT_TIME	numeric(18,0)				
CONSULT_ACCEPTED_AGENT_THR	numeric(18,0)				
CONSULT_TRANSFER_AGENT	numeric(18,0)				
CONSULT_RECEIVED_ACCEPTED	numeric(18,0)				
CONSULT_RECEIVED_INVITE	numeric(18,0)				
CONSULT_RECEIVED_INVITE_TIME	numeric(18,0)				
CONSULT_RECEIVED_ENGAGE_TIME	numeric(08,0)				
CONSULT_RECEIVED_WRAP	numeric(18,0)				
CONSULT_RECEIVED_WRAP_TIME	numeric(18,0)				
CONSULT_RECEIVED_HOLD	numeric(18,0)				
CONSULT_RECEIVED_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_ACC_WARM	numeric(18,0)				
CONSULT_RCV_ACC_WARM_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HELD	numeric(18,0)				
CONSULT_RCV_WARM_HELD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_ENGAGE_TIME	numeric(18,0)				

Table AGT_QUEUE_HOUR

Column	Data Type	P	M	F	DV
CONSULT_RCV_WARM_HOLD_TIME	numeric(18,0)				
CONSULT_RCV_WARM_HOLD	numeric(18,0)				
CONSULT_RCV_WARM_WRAP	numeric(18,0)				
CONSULT_RCV_WARM_WRAP_TIME	numeric(18,0)				
CONFERENCE_INIT_AGENT	numeric(18,0)				
ACCEPTED_TIME	numeric(18,0)				
ACCEPTED_TIME_MAX	numeric(18,0)				
GPM_RESULT_KEY	int			X	-1
GPM_PREDICTOR_KEY	int				-1
GPM_MODEL_KEY	int			X	-1
GPM_AGENT_SCORE	numeric(18,0)				
GPM_ACTIVE	numeric(18,0)				
GPM_ERROR	numeric(18,0)				

DATE_TIME_KEY

The surrogate key that is used to join this aggregate table to the DATE_TIME dimension table to identify the calendar date and 15-minute interval that correspond to the start of the aggregated interval.

GROUP_COMBINATION_KEY

The surrogate key that is used to join records in this aggregate table to the RESOURCE_GROUP_COMBINATION dimension table to identify a specific combination of queue groups of which the queue was a member when the interaction entered the queue.

RESOURCE_KEY

The surrogate key that is used to join this aggregate table to the RESOURCE_ dimension table to identify a specific queue.

INTERACTION_DESCRIPTOR_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_DESCRIPTOR dimension table to identify the business attributes that have been assigned to the interaction.

TENANT_KEY

The surrogate key that is used to join this aggregate table to the TENANT view to identify a specific

tenant.

WORKBIN_KEY

In MEDIATION_SEGMENT_FACT (MSF) records that are created as a result of workbin time that is considered to be mediation, this field is the surrogate key that is used to join this table to the WORKBIN dimension, to identify the type of resource that is associated with the workbin and the specific resource that is associated with the mediation.

For MSF records that are not associated with workbin mediation, this field is populated with the specified default value (-2). For a summary of the conditions under which workbin time is considered to be mediation, see the description of the **populate-workbin-as-hold** configuration option in the *Genesys Info Mart Deployment Guide*.

MEDIA_TYPE_KEY

The surrogate key that is used to join this aggregate table to the MEDIA_TYPE dimension table.

INTERACTION_TYPE_KEY

The surrogate key that is used to join this aggregate table to the INTERACTION_TYPE dimension table.

USER_DATA_KEY1

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_KEY2

The surrogate key that is used to join this aggregate table to a custom user-data dimension table to identify attached data that has been assigned to the interaction.

USER_DATA_GEN_KEY1

Introduced: Release 8.5.011
The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

USER_DATA_GEN_KEY2

Introduced: Release 8.5.011

The surrogate key that is used to join this aggregate table to a custom user data dimension table to identify attached data that has been assigned to the interaction. This attribute is populated only if the configuration option **user-data-gen-dim** is enabled.

ENTERED

The total number of times that customer interactions or established warm consultations entered this queue. If the same interaction enters this queue more than once, this measure counts each entrance separately.

CLEARED

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue.

Clearing involves any of the following actions:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.
- Removing interactions, reported in deployments that rely on Genesys Info Mart 8.5.004.06 or later, that the customer abandoned while parallel queued, except for interactions abandoned in the last-entered virtual queue.

Clearing excludes:

- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.
- In deployments that rely on Genesys Info Mart 8.5.003.20 or earlier, Interactions that the customer abandoned while still queued.

CLEARED_TIME

The total duration, in seconds, that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CLEARED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in a queue before they

were cleared from this virtual queue, workbin, or interaction queue.

CLEARED_STUCK

The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).

ABANDONED

The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.

ABANDONED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed. The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

ABANDONED_TIME_MAX

The longest amount of time, in seconds, that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.

ABANDONED_SHORT

The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD

The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. This measure excludes interactions that were abandoned while they were alerting at a handling resource.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_STANDARD_TIME

The total amount of time, in seconds, that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions.

This measure relies on the value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ABANDONED_INVITE

The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

DISTRIBUTED_

The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue.

Distribution includes the interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

DISTRIBUTED_TIME

The time, in seconds, from the moment at which customer interactions or warm consultations entered this queue to the moment at which they were distributed or pulled from this queue.

DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions or warm consultations spent in

this queue before they were distributed.

REDIRECTED

he total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

ROUTED_OTHER

The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

ACCEPTED

The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

ACCEPTED_THR

The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

ACCEPTED_AGENT

The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.

ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

ACCEPTED_AGENT_THR

The total number of times that customer interactions or established warm consultations that were

distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

DEFERRED

Introduced: Release 8.5.009.04
The total number of times that customer interactions entered this queue and were released because handling was deferred.

TRANSFER_INIT_AGENT

The total number of times that agents transferred customer interactions that were distributed or pulled from this queue. Both warm and blind transfers are reflected in this measure.

INVITE

The total number of customer interactions (that were distributed from this queue) that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from this queue.

INVITE_TIME

The total amount of time, in seconds, that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed. For the alerting component of this measure, interactions do not have to be established for this measure to be incremented. For the dialing component, dial duration is measured for established calls only.

ENGAGE_TIME

For customer interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that agents were engaged with customers. This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

WRAP

The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from this queue.

WRAP_TIME

The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.

HOLD

The total number of times that agents had customer interactions, distributed from this queue, on hold. This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

HOLD_TIME

The total amount of time, in seconds, that agents had on hold customer interactions that were distributed from this queue. This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

CONSULT_ENTERED

The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.

CONSULT_CLEARED

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_TIME

The total duration, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.

CONSULT_CLEARED_STUCK

The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall).

CONSULT_ABANDONED

The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the short-abandoned threshold, where the consultations were associated with customer interactions.

CONSULT_ABANDONED_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established. The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

CONSULT_ABANDONED_TIME_MAX

The longest amount of time, in seconds, that agents waited at this queue before they abandoned their simple consult interactions. Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.

CONSULT_ABANDONED_SHORT

The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. The count excludes collaborations and consultations that were abandoned after distribution.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_STANDARD

The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established. This measure excludes consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABN_STANDARD_TIME

The total amount of time, in seconds, that is associated with simple consult interactions that entered this queue and were abandoned by the agent or dropped for any reason before the consultations could be established. The duration starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed. This measure also excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.

This measure relies on the 'short-abandoned threshold for consult interactions' value of the **short-abandoned threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ABANDONED_INVITE

The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

CONSULT_DISTRIBUTED

The total number of times that simple consult interactions were distributed or pulled from this queue.

CONSULT_DISTRIBUTED_TIME

The time, in seconds, from the moment at which simple consult interactions entered this queue to the moment at which they were distributed or pulled from this queue.

CONSULT_DISTRIBUTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions spent in this queue before they were distributed.

CONSULT_REDIRECTED

The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

CONSULT_ROUTED_OTHER

The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.

CONSULT_ACCEPTED

The total number of times that simple consult interactions, that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or non-agent-associated DN (such as contact center resources that can alert).

CONSULT_ACCEPTED_TIME

The total amount of time, in seconds, that simple consult interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

CONSULT_ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that simple consult interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the consultation enters the member queue and ends when the consultation is accepted, answered, or pulled—thereby, including alert (ring) time.

CONSULT_ACCEPTED_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This measure relies on the 'acceptance threshold for consult interactions' value of the **acceptance threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_ACCEPTED_AGENT_TIME

The total amount of time, in seconds, that consult interactions waited in this queue before they were accepted, answered, or pulled by agents. Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

CONSULT_ACCEPTED_AGENT_THR

The total number of times that simple consult interactions that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

This measure relies on the 'accepted-by-agent threshold for consult interactions' value of the **accepted-by-agent threshold** option as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

CONSULT_TRANSFER_INIT_AGENT

The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue.

CONSULT_RECEIVED_ACCEPTED

The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.

CONSULT_RECEIVED_INVITE

The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted, answered, or pulled the interactions.

CONSULT_RECEIVED_INVITE_TIME

The total amount of time, in seconds, that simple consult interactions that were distributed from this queue alerted or rang at agents. Consultations do not have to be established for this measure to be incremented.

CONSULT_RECEIVED_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.

CONSULT_RECEIVED_WRAP

The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_WRAP_TIME

The total amount of time, in seconds, that agents were in ACW state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.

CONSULT_RECEIVED_HOLD

The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RECEIVED_HOLD_TIME

The total amount time, in seconds, that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.

CONSULT_RCV_ACC_WARM

The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.

CONSULT_RCV_ACC_WARM_TIME

The total amount time, in seconds, that others spent waiting for an agent to respond to the requests for warm consultation that the agent received, where the warm consult interactions were distributed or pulled from this queue.

CONSULT_RCV_WARM_INVITE

The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents answered the calls.

CONSULT_RCV_WARM_INVITE_TIME

The total amount of time, in seconds, that warm consult interactions distributed from this queue alerted or rang at agents. By definition, warm interactions must be established for this measure to be incremented.

CONSULT_RCV_WARM_ENGAGE_TIME

The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.

CONSULT_RCV_WARM_HOLD_TIME

The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_HOLD

The total number of consultations distributed from this queue that agents had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

CONSULT_RCV_WARM_WRAP

The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONSULT_RCV_WARM_WRAP_TIME

The total amount of time, in seconds, that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This measure includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this measure yields a value of zero.

CONFERENCE_INIT_AGENT

The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established. The count includes the number of established conferences that were initiated for

transferred interactions that agents received.

ACCEPTED_TIME

The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources. The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

ACCEPTED_TIME_MAX

The longest amount of time, in seconds, that customer interactions that were distributed from this queue spent in a queue before they were accepted, answered, or pulled by the target resource. Duration starts when the interaction enters the member queue and ends when the interaction is accepted, answered, or pulled—thereby, including alert (ring) time.

GPM_RESULT_KEY

The surrogate key that is used to join the GPM_RESULT dimension to the fact table, to identify the result of the Predictive Routing attempt.

GPM_PREDICTOR_KEY

The name of the predictor in the Journey Optimization Platform (JOP). If an error is encountered, the section name in the PredictorsCfg Transaction List object is used as the predictor name.

GPM_MODEL_KEY

The surrogate key that is used to join the GPM_MODEL dimension to the fact table, to identify the model used to calculate agent scores for the interaction.

GPM_AGENT_SCORE

The score of the agent to whom the interaction was routed.

GPM_ACTIVE

The total number of interactions in which Genesys Predictive Routing (GPR) was active. Calculated as the total number of times that GPM_RESULT.GPM_USE contains a result other than 'null'.

GPM_ERROR

The total number of interactions that were processed by Genesys Predictive Routing (GPR) that resulted in an error. Calculated as the total number of times that GPM_RESULT.GPM_USE contains an 'unknown' result.

Subject Areas

- AGT_QUEUE