Genesys Interactive Insights 8.1

Universe Guide

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Table of Contents

Preface

Welcome to the *Genesys Interactive Insights 8.1 Universe Guide.* This document describes the Genesys-provided reports that can be used with Genesys Info Mart release 8.1 and elements of the Interactive Insights universes (`GI2_universe`)—their classes, dimensions, conditions, lists of values, and measures. These reports enable business managers to gauge the effectiveness of their contact center, contact center supervisors to fine-tune operations to improve productivity, and report designers to build new reports that are customized for your environment. Genesys Interactive Insights (GI2) powered by SAP BusinessObjects Enterprise (BOE) XI 3.1 (in 8.x releases prior to 8.1.3) and SAP BusinessObjects Business Intelligence Platform (BI) 4.1 (in release 8.1.3 and later) software.

This document is valid only for the 8.1.*x* release(s) of this product.

Note: For versions of this document that have been created for other releases of this product, visit the Genesys Documentation website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesys.com`.

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information. It contains the following sections:

About Genesys Interactive Insights

GI2 provides reports that summarize contact center activity and an entire universe, named `GI2_universe,` of elements that support them.

Intended Audience

This document, which is primarily intended for report analysts and designers, assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.
- General report-design concepts.
- General database concepts.

You should also be familiar with BO XI 3.1 or BI 4.1 software and, for report designers, for Genesys Info Mart release 8.1

Chapter Summaries

In addition to this preface, this document contains the following chapters:

- Chapter 1, "Interactive Insights Reports," on page 13, describes each of the Genesys-provided Interactive Insights reports, lists the universe elements that make up each report, and states some configuration considerations for the underlying Genesys applications that supply data to each report.
- Chapter 2, "Interactive Insights Classes," on page 65, describes how Interactive Insights elements are grouped within the universe.
- Chapter 3, "Interactive Insights Dimensions," on page 87, describes the objects by which Interactive Insights reports are dimensioned—for example, by media type, by contact center resource, or by time. This chapter also describes several objects which Business Objects classifies as *details*.
- Chapter 4, "Interactive Insights Conditions," on page 125, describes the predefined filters that qualify the data that is retrieved by each Interactive Insights report.
- Chapter 5, "Interactive Insights List of Values," on page 149, describes the predefined lists of values that are provided for many of the lookup fields.
- Chapter 6, "Interactive Insights Measures," on page 161, describes attributes of the measures within the Interactive Insights universe.
- Appendix A, "Dictionary of Data Elements," on page 425, describes the contact center–related terms used throughout this Guide.
- Appendix B, "Interactive Insights Report Queries," on page 431, provides one sample query that Web Intelligence auto-generates for the Agent Wrap Interactive Insights report.
- Appendix C, "Reports to Aggregation Tables Matrix," on page 437, provides a mapping of Interactive Insights reports to the aggregation and fact tables that provide source data to the reports.

How to Navigate This Manual

This document is divided into chapters that describe the Interactive Insights reports, classes, dimensions, conditions, lists of values, and measures. This organization enables each chapter to focus exclusively on the definition, purpose, and intent of each member of these Business Objects entities.
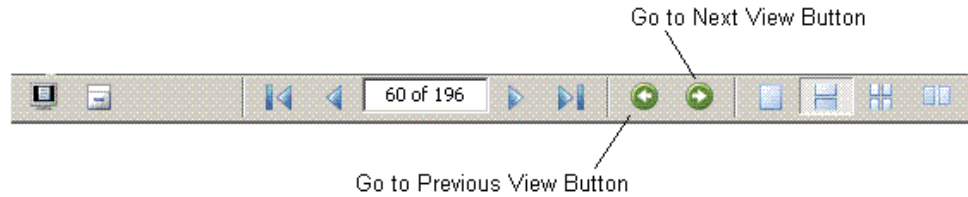
The introductory section of each chapter sets the stage for understanding the members that are discussed in that chapter by describing the Business Objects entity and its function within GI2. This section then lists objects (in alphabetical order) and provides hyperlinks to all of the Interactive Insights members that make up the entity. Cross-references to Business Objects documentation provide technical discussions of the entity.

The bulk of each chapter describes each Interactive Insights member in miniature forms—one form per member. Figure 1, for example, shows the miniature form that is used to describe the Interactive Insights measures. Each form within a chapter provides the same information about a member as the next form, only its values change from one member to the next. The labels that are used in these forms are described in the introductory section. The forms also contain cross-references to other parts of this document that provide more information about the subject.

CLASS		DESCRIPTION	
MEDIA TYPE			
MEASURE TYPE			
DATA TYPE			
ALTERNATE?	AGG'N FUNCTION	INFO MART TABLE.COLUMN	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)

Figure 1:   Form Used to Describe Each Universe Measure

This format, in conjunction with Adobe Reader's navigation capabilities, enables you to jump back and forth between the reports, classes, dimensions, conditions, lists of values, and measures. In this way, you can drill down to the most granular level and study a measure's definition, or you can navigate back up through the measure's class to the topmost level—the report in which the measure is used—for a definition of the measure, class, or report, respectively. The Adobe Reader 8.0 Page Navigation toolbar (see Figure 2) includes `Go to Previous View` and `Go to Next View` buttons, as well as other standard navigation buttons, to help you traverse the document.

Figure 2:   Adobe Reader Go to Previous/Next View Buttons

Note: This toolbar might appear differently in other versions of Adobe Reader.

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New in This Release

This section describes the changes that have been incorporated within this *Genesys Interactive Insights 8.1 Universe Guide* since the last 8.0.*x* release of GI2.

Changes Introduced in Release 8.1.400

- Added the Accepted measure to the `Agent Queue Report` (See page 34).
- Added the dimension `Last VQueue` (page 108) to the `Handling Attempt` class (page 77), and to the `Interaction Handling Attempt Report` (page 46).
- Added the subclass Queue\..\Queue User Data Example (See page 82), and added supporting information to `Dimension1 ... Dimension 10` (see page 99 - page 101).
- Updated the `Queue` class (page 82), to include the following dimensions:
    - `Business Result` (page 94)
    - `Customer Segment` (page 97)
    - `Service Subtype` (page 115)
    - `Service Type` (page 115)
    - `Workbin Owner` (page 124) (Added this new dimension)
    - `Workbin Type` (page 124), (Added this new dimension)
- Added descriptions for the following dimensions:
    - `ALL` (page 94)
    - `Empty Hint` (page 102)
    - `Resource Group` (page 113)
    - `State Reason Hint` (page 120)

- Added descriptions of `GUID`, `Start Time`, and `Handling Attempt Target Start` attributes to the `Interaction ID` dimension (page 105)
- Added a description for the new dimension Queue Type (page 111), which replaces the Queue attribute of the same name in the Agent\Activity class.
- Added a description of `Target Last Queue Type` attribute to the `Target Last Queue Type` dimension (page 121).
- Added a description for the `Consult Received Accepted Warm Time` measure (page 288).

Changes Introduced in Release 8.1.300

- The Interaction Volume Service Type Trend report was improved to provide an indication on the x-axis as to whether the report's data points were plotted from current data or forecast data. See page 56.
- Beginning with this release, all hidden universe elements are now described in this document. Refer to elements that are italicized (as they are also italicized in the universe) throughout Chapters 2, 3, and 6 for more information.
- The data type for the `Root ID` detail of the `Connection ID` dimension was changed from `Number` to `Character`. See page 96.
- Data Mart Table Column entries were updated for the `Reason Code` dimension. See page 112.
- Data Mart Table Column entries were updated for the `State` dimension. See page 118.
- The description of the `Agent\Accepted` measure is corrected to include accepted interactions that were initiated by handling resources. See page 212.

Changes Introduced in Release 8.1.104

- Several changes to the GI2 Universe that were made at the time of the 8.1.4 release were also added to the release 8.1.1. These changes are described under the heading "Changes Introduced in Release 8.1.400" on page 8.
- Updated the description of the dimension `All` (page 94).

Changes Introduced in Release 8.1.1

- The Agent Interaction Hierarchy Report (page 29) was introduced in this release. The Agent Social Engagement Report (page 35) and the Social Engagement Report (page 60) were introduced in this release with supporting universe elements in the `Activity`, `BA Customer`, `Activity User Data Example`, and `BA User Data Example` classes. The `Example` classes are two of several new, hidden `User Data Example` classes that are also introduced in this release. (Hidden classes are not described in this document.)

Refer to the *Genesys Interactive Insights User's Guide* to learn how to activate the elements for these reports.

- Several measures were added to the Customer Perspective Report (see page 44).

- The `Stop Action` dimension (described on page 106) was added to the Interaction Handling Attempt Report.

- The Transfer Detail Report (page 64) is added to the GI2 portfolio with supporting universe elements in the new `Transfer` class. See page 86.

- The `Abandoned Waiting STI` and `Accepted Agent STI` subclasses (page 68) were moved from the `Q Customer` class to the `Q Customer & Consults` class. The `Resource Name` dimension was added to the `Agent Contact` class. See page 71.

- The definition of `Agent Name` dimension was altered for the following reasons:
  - To make the display of agent names consistent across user prompts and report values
  - To address issues with empty agent names being displayed in reports generated on Microsoft SQL Server platform when a last name is not recorded.

  See page 93 for the new definition.

- Three dimensions were added to the `Service Objects` class to improve report performance when used on Oracle platforms:
  - `Flow Hint` (page 103)
  - `Handling Attempt Hint` (page 103)
  - `Transfer Hint` (page 123)

- The definition of `Reason Code` dimension was altered to add the new view `RESOURCE_STATE_REASON_GI2.REASON_CODE`. See page 112.

- The definition of `State` dimension was altered to add the new view `INTERACTION_RESOURCE_STATE_GI2.STATE_FULL_NAME`. See page 118.

- The following two reason state conditions were added to the `State` class:
  - `Agent State Reason PreSetAndDate` (see page 132)
  - `Agent State Reason PreSetAndDayAndTimeRange`

  The conditions have been added to the Agent Details Activity Report and the Agent State Details Report to further refine the returned dataset and to improve performance. (Refer to the Report Consideration notes on pages 22 and 36 for more information).

- The following two conditions were added to the `Time` class:
  - `PreSetDayByName` (see page 143)
  - `PreSetDateRangeByName` (page 143)

- Additional information is provided for each measure to indicate whether its value reflects logical-only interactions or logical and base interactions. See the discussion beginning on page 162.

- The formula for the `% Accept Service Level` measure in the `BA Consults` class is updated to use `Offered` instead of `Entered`. See page 176.

- Enhanced the definition of Accepted in a wide variety of measures, beginning on page 166.

- The mechanism by which thresholds are computed was enhanced in this release. The change affects the configuration of every threshold-based measure in the universe. Several "`_80`" measures (such as `Offered 80`) were added to recognize the thresholds set using 8.1.0⁻ configuration. Refer to "Setting Thresholds" in the *Reporting and Analytics Aggregates Deployment Guide* for more information.

Changes Introduced in Release 8.1.0

- Several reports were modified to include new measures and other improvements:

  - The underlying query in the Agent Queue Report (page 34) now includes interactions that did not flow through any queue device.

  - Several warm-consult agent measures are introduced in this releases and have been added to the Agent Utilization Report (page 39). In addition, this report is reorganized to separate consult interactions from customer interactions in two main tabs of the report.

  - Several new measures were added to the Campaign Summary Report (page 42) that provide measurements of call-progress detection activity.

  - A new tab, `Customer & Consults,` was added to the Queue Outline report (page 58) to combine customer interactions that pass through a queue with consult interactions. Several measures were also added to this report to quantify why measures were cleared from virtual queues—either because they were stuck for some other reason.

  - The `% Accept Service Level` measure was added to the `Summary` tab of the Queue Summary report (page 59).

  - The `Agent Disconnect First` measure (page 235) was added to the Agent Conduct Report (page 21).

- The Interaction Volume Service Type Trend Report (page 56) is introduced in the 8.1.0 release with supporting universe elements in the new `Forecast` class (page 76).

- Several call-progress detection measures were added to the `Contact Attempt` class. See page 75.

- The `Business Attribute` and `Queue` classes have been reorganized to place all measures in subclasses. See pages 74 and 82. In addition, several new measures were added to the `Business Attribute` and `Queue` subclasses to provide comparable measures in each class.

- Queue-type details have been added to the `Last Queue` and `Target` dimensions to qualify the type of workbin that performed the processing. See pages 108 and 120.

- The `Ready` measure (page 383) was added to the `Summarized State` class.

- `Revenue` measures (pages 389–390) and customer `Satisfaction` measures (pages 391–392) were added to the `Agent Contact` and `Handling Attempt` classes.

Other Changes

Other changes, describing the deployment of GI2 and new customization examples, are provided in the *Genesys Interactive Insights 8.1 Deployment Guide* and the *Genesys Interactive Insights 8.1 User's Guide* respectively.

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1

Interactive Insights Reports

Interactive Insights reports and universe elements, which are powered by SAP BusinessObjects software, constitute one tool to help contact center managers to:

- Assess the day-to-day operations of their contact center resources for the routing and handling of interactions.

- Better tune resources to increase utilization and efficiency.

- Benchmark key performance indicators of quality and service.

- Identify corrective actions to help reduce costs and increase service.

The following sections of this chapter describe the Genesys-provided reports that summarize mostly interaction- or task-related data:

The Interactive Insights reports provide near-real-time and historical data that is sourced from your Info Mart database, enabling you to view part of the current day's activities after data transformation and aggregation complete. You can schedule reports to run at a certain time within the current day or you can run them upon demand.

Inherent within each Interactive Insights report is a *report cube* (saved as a `*.wid` [Web Intelligence Document]) that stores the report's definition, the universe objects (for example, measures and dimensions) that the report uses, and the last report instance with data—a snapshot of contact center activity the last time that the report was run. Several Business Objects documents cover various aspects of reports, including the *Building Queries ...* documents, *Performing On-Report Analysis with Web Intelligence, Using Functions, Formulas and Calculations in Web Intelligence,* and *Error Messages Explained.*

Listing of Reports

This release of Genesys Interactive Insights (GI2) provides the reports for Genesys Info Mart.

Listing of Reports, by Folder

Agent Reports

- Agent Conduct Report
- Agent Group Business Result Report
- Agent Group Customer Segment Report
- Agent Group Interaction Handling Report
- Agent Group Queue Business Attribute Report
- Agent Group Service Type Report
- Agent Interaction Hierarchy Report
- Agent Interval Based Report
- Agent Not Ready Reason Code Report
- Agent Not Ready Report
- Agent Outbound Campaign Report
- Agent Queue Report
- Agent Social Engagement Report
- Agent Summary Activity Report
- Agent Utilization Report
- Agent Wrap Report

Business Results Reports

- Business Metrics Executive Report
- Customer Perspective Report
- Interaction Volume Business Result Report
- Interaction Volume Customer Segment Report
- Interaction Volume Service Subtype Report
- Interaction Volume Service Type Report
- Interaction Volume Service Type Trend Report
- Interaction Volume Summary Report
- Social Engagement Report

Detail Reports

- Agent Details Activity Report
- Agent Login-Logout Details Report
- Agent State Details Report
- Interaction Flow Report
- Interaction Handling Attempt Report
- Transfer Detail Report

Outbound Contact

- Campaign Callbacks Summary Report
- Campaign Summary Report
- Contact List Effectiveness

Queue Reports

- Abandon Delay Report
- Interaction Traffic Group Report
- Interaction Traffic Report
- Queue Outline Report
- Queue Summary Report
- Speed of Accept (hours) Report
- Speed of Accept (seconds) Report

In InfoView, these reports are organized in the Agents, Business Results, Queues,

Outbound Contact, and Details folders, as shown in Figure 3. The Documentation folder houses the *Genesys Interactive Insights User's Guide, Universe Guide,* and several measure maps that illustrate the relationships between measures.

Figure 3:   Interactive Insights Folders and Listing of Most of the Agent Reports

> **Note:** Beginning with the 7.6.2 release, a release-specific subfolder of Interactive Insights houses the GI2 subfolders. For the initial 7.6.2 release, for example, this folder is aptly named 7.6.2. This folder structure enables you to maintain the customizations that you might have applied to previous Interactive Insights universes. Text references and screen shots that are depicted throughout this documentation set, however, might omit the folder that contains the release number or depict a release version that differs from your version.

The Agent reports enable you to gather various contact center statistics that pertain to monitored agents (configured as Person objects in Configuration Server) who process voice, chat, SMS, e-mail, social media, and third-party-media type interactions. These

statistics include the status of voice DNs that are affiliated with such agents. The `Queue` reports enable you to gather data that pertains to interaction flow through monitored ACD queue, virtual-queue, interaction queue, workbin, and queue-group objects. (Activity that occurs at routing points is not included in the results of `Queue` reports.) Both types of reports enable you to select:

- One or more agents (for agent reports) or one or more queue objects (for queue-based reports).

- One or more agent groups (for agent reports) or one or more queue groups (for queue reports).

- A cross-section of one or more agents who belong to one or more agent groups (for agent reports) or one or more mediation DN objects that belong to one or more queue groups.

The `Interaction Volume` reports provide statistics that pertain to business results, customer segment, service type, and/or service subtype business attributes that are set up in your environment. The `Detail` reports provide information about agent summarized states and login details, interaction-handling attempts (including activity occurring at routing points), and interaction flows from inception to termination.

General Comments About the Reports

Averages. Averages in the reports that report 0 (zero) values indicate either 0 duration or 0 count. So, for example, an average hold time of 0 could signify either that interactions were placed on hold for 0 seconds, or that no interactions were placed on hold at all during the reporting interval.

$$\text{AvgHoldTime} = \frac{\text{Activity}(\text{HoldTime})}{\text{Activity}(\text{Hold})} = 0$$

Definition of Queue. The term *queue* refers to the following mediation DN types:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin
    - Agent workbin
    - Agent group workbin
    - Place workbin
    - Place group workbin

Group Membership. If a resource (for example, an agent or a queue) was added to a group during the reporting interval, the activities that the resource performed while it was not a group member are excluded from measurements in the reports. Reports include only those activities that resources perform while they are part of the group.

Dual Membership. If the configuration of queue groups in your environment enables queues to belong to more than one queue group, interaction-related activity for a particular queue will be attributed to all groups of which the queue is a member. Under

these circumstances, double counting can result—for example, the sum of all accepted interactions for all queue groups might exceed the total number of interactions that are accepted within the contact center.

The same issues arise with agents who belong to more than one agent group.

Viewing Today's Activities. The accuracy of the reports for viewing the current day's activities depends on when transformation and aggregation completes throughout a day and how soon after the it completes that you run the reports.

Refer to the "Optimal Time to Run Reports" section of the *Genesys Interactive Insights 8.1 User's Guide* for additional information about the timing of running reports.

Description of Form Labels

The form labels that are used in this chapter mean the following:

Form Title   Provides the name of the Interactive Insights report.

Class(es)   Lists the classes that are used by measures in the report. Click any of the listed class names to jump to the "Interactive Insights Classes" chapter, which provides more information about the contents of that class.

Measures   Lists the universe measures that are used by the report. Click any of the listed measures to jump to the "Interactive Insights Measures" chapter, which provides more information about that measure.

> **Note:** The tabular sections of reports convert all duration measures to the `HH:MM:SS` format. Graphical sections present duration in seconds.

Dimension(s)   Lists the dimensions and details that the body of a report (including column headers) uses to organize data.

> **Note:** Dimensions other than those that are listed might also be referenced in the report header.

User Prompts   Lists the user prompts for which you must specify values in order to qualify the records that are returned by the reports. Unless otherwise specified, the `Media Type` and `Tenant` prompts are available within all reports and are not listed in the forms. (The `Agent Wrap Report` and all Outbound Contact reports pertain only to voice media; hence, a user prompt for this media type's selection is neither necessary nor included.) The `Interaction Type` user prompt is also not listed in this area of the form; it is found in all reports except:

- `Agent Login-Logout Report`
- `Agent Not-Ready Reason Code Report`
- `Agent Outbound Campaign Report`
- `Agent Social Engagement Report`

- Agent State Details Report
- Campaign Callbacks Summary Report
- Campaign Summary Report
- Contact List Effectiveness Report
- Customer Perspective Report
- Social Engagement Report

Report Considerations   Provides tips for maximizing the report's usefulness.

Source Tables   Lists the aggregate, dimension, fact tables, and views in the data mart from which the measures are derived. In addition to the listed objects in this area of the form, all Interactive Insights reports directly reference the following, which are not listed in the forms:

- DATE_TIME
- RELATIVE_RANGE
- TENANT
- MEDIA_TYPE
- INTERACTION_TYPE_GI2 (referenced by all except the Agent State Details report)

Note: The values that are stored in aggregation tables are derived from other tables in the Info Mart database. This area of the form does not list the underlying tables. To learn the source of aggregated data, refer to the diagrams for the following subject areas in the *Reporting and Analytics Aggregates 8.1 Reference Manual*.

Name of Subject Area	For the ... Aggregate Tables and Views
AG2_AGENT_CAMPAIGN	AG2_AGENT_CAMPAIGN_*
AG2_AGENT_QUEUE	AG2_AGENT_QUEUE_*
AG2_CAMPAIGN	AG2_CAMPAIGN_*
AG2_I_SESSION_STATE	AG2_I_SESS_STATE_*
AG2_I_STATE_REASON	AG2_I_STATE_RSN_*
AG2_I_AGENT	AG2_I_AGENT_*
AG2_AGENT	AG2_AGENT_*
AG2_AGENT_GRP	AG2_AGENT_GRP_*
AG2_ID	AG2_ID_*
AG2_QUEUE	AG2_QUEUE_*
AG2_QUEUE_ABN	AG2_QUEUE_ABN_*
AG2_QUEUE_ACC_AGENT	AG2_QUEUE_ACC_AGENT_*
AG2_QUEUE_GRP	AG2_QUEUE_GRP_*

Introduced In   Identifies the generally available release in which the report was first introduced.

Discontinued In   Identifies the first generally available release in which the report was no longer available.

Drill Down/Drill Up   Lists the hierarchy levels for which the main report provides meaningful data via drill-up and/or drill-down functionality. The time-related hierarchy abbreviates available levels as S, H, D, M, Q, Y, and * for subhour, hour, day, month, quarter, year, and all applicable drill paths respectively.

Although the reports are designed for the specific aggregation level(s) that are listed, the Genesys Info Mart Server aggregate data for additional levels and store them in dimension tables (or views) that are specific to each level. This, in conjunction with Business Objects drill-up/drill-down functionality, enables you to see data for all available aggregation levels except for the week level. (Refer to the *Genesys Interactive Insights 8.1 User's Guide* for information about how to customize the reports to provide week-level reporting.)

Description   Describes the report's purpose and audience. This area also lists the measures for which Genesys supports and informs you if alternate definitions are available. Print setup is noted if anything other than landscape orientation on letter-size paper is required.

Most reports contain more than one report tab to provide a detailed snapshot of contact center activity as well as a summarized snapshot that usually features one or two key measures that exemplify deviations from the norm. Where this is the case, this field describes the content of each tab briefly.

Standalone GI2 Reports

Abandon Delay Report

CLASS(ES)	MEASURES		
Abandoned Waiting STI	% Abandoned Waiting ST1	Abandoned Waiting ST1	Abandoned Waiting ST11
	% Abandoned Waiting ST2	Abandoned Waiting ST2	Abandoned Waiting ST12
	% Abandoned Waiting ST3	Abandoned Waiting ST3	Abandoned Waiting ST13
	% Abandoned Waiting ST4	Abandoned Waiting ST4	Abandoned Waiting ST14
	% Abandoned Waiting ST5	Abandoned Waiting ST5	Abandoned Waiting ST15
	% Abandoned Waiting ST6	Abandoned Waiting ST6	Abandoned Waiting ST16
	% Abandoned Waiting ST7	Abandoned Waiting ST7	Abandoned Waiting ST17
	% Abandoned Waiting ST8	Abandoned Waiting ST8	Abandoned Waiting ST18
	% Abandoned Waiting ST9	Abandoned Waiting ST9	Abandoned Waiting ST19
	% Abandoned Waiting ST10	Abandoned Waiting ST10	Abandoned Waiting ST20

DIMENSION(S)

Interaction Type   Queue
Media Type

Queue				
Service Objects	Bound 1	Bound 4	Bound 7	Tenant Name
	Bound 2	Bound 5	Bound 8	TimeRangeKey
	Bound 3	Bound 6	Bound 9	
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. This report contains two custom formulas (`Abandoned ST10 - ST20` and `Abandoned STI` [different from `Abandoned ST1`]) that are derived from measures in the universe. These custom measures are specific to this report only—they do not reside in the universe. This report relies heavily on the configuration of thresholds in your environment. In release 8.1.1, the mechanism by which thresholds are computed was enhanced. Refer to "Setting Thresholds" in the *Reporting and Analytics Aggregates Deployment Guide* for more information.	AG2_QUEUE_ABN_* AGR_SCFG GROUP_ RESOURCE_Q RESOURCE_GROUP_ COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.0	N/A	Q–Q Group S-H-D-M-Q-Y

DESCRIPTION

The `Main` tab of this report gauges service quality by indicating how many interactions were abandoned (or disconnected), as well as the percentage of interactions that were abandoned, while the interactions were queued at a specific queue. The `Summary` tab charts the percentage of abandoned interactions by service time interval, in chart format. The report provides a legend of the service time intervals for 10 abandon thresholds. The report categorizes each abandoned interaction—placing it into one of 10 configurable time buckets—to provide details about how long customers waited at a specific mediation DN before they chose to abandon the interaction.

The time buckets are shown in the legend above the report in ranges of seconds. The tenth bucket is defined by a report variable (`Abandoned ST10 - ST20`) that amalgamates the 10th through 20th service time intervals. The `Abandoned STI` variable amalgamates all service time intervals.

Agent Conduct Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	Abandoned Inviting	Avg Hold Time	Responses	Agent Group
	Accepted	Avg Wrap Time	Short	Agent Name
	Agent Disconnect First	Consult Initiated		Interaction Type
	Avg Handle Time	Rejected		Media Type
Service Objects				Tenant Name
Time				Hour

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent (agentname_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report uses three queries—two, to populate the agent and agent-group report tables on the Main tab and a third query for the Summary tab. The values you specify at the Agent user prompt do not apply to the agent-group table.	AG2_AGENT_* GROUP_ RESOURCE_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.2	N/A	Agent Group–Agent Ixn Type–Ixn Subtype H-D-M-Q-Y	

DESCRIPTION

The Main tab of this report pits agent performance in handling interactions against the agent's group, focusing on a few specific measures that demonstrate the possible mishandling of interactions—a high number of unaccepted interactions, excessive hold and after-call work (wrap) times, and shorter-than-usual engage (talk) durations with customers. The Summary tab provides three graphs to plot, by agent, the number of interactions that were abandoned while alerting at the agent's DN, the number of interactions that fall within the short-talk threshold, and the number of interactions that were rerouted from the agent's DN because the agent did not accept them. These measures provide measures of relative performance, and you should analyze them carefully before drawing conclusions or taking corrective action.

Genesys supports customization of the Avg Handle Time measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read the technical information on the Source Information tab.

In the 8.0 release, the Consult Initiated measure replaced the Consult Received Accepted measure.

Agent Details Activity Report

CLASS(ES)	MEASURES	DIMENSION(S)			
Agent Detail		Media Type			
Ixn State	Duration	Additional Info End Timestamp	Interaction Type Source Code	Start Timestamp	State
State	Duration	End Timestamp Interaction Type	Reason Code Source Code	Start Timestamp	State
Service Objects		Tenant Name			
Session	Active Time	Active	End Timestamp	Session Key	Start Timestamp

USER PROMPTS

Pre-set Day Filter (daydaterange_lov)   Start/End Time   Agent (agentnamesingle_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfies your report criteria. The default date selections span one day. Because this report weaves in the results from several Info Mart FACT tables to recount the story of the agent's activities, some of the report's records hold null values for columns that do not apply. For example, interaction types do not apply to agent status; therefore, no values will appear under the Interaction Type column for agent-state (or agent-session) records. Many column headers are generated from variables. Data pertaining to interaction states is pulled directly from the Info Mart database. Refer to the "Understanding the GI2 Universe" chapter in the *Interactive Insights User's Guide* for a discussion of how GI2 reflects Genesys Info Mart interaction states in the names of Interactive Insights measures. Refer to "The SM_RES_STATE_FACT Table" in the *Genesys Info Mart User's Guide* for special considerations regarding very-short duration (>0 and <1sec) states. Beginning with 8.1.100.20, this report includes the Agent State Reason Pre-SetAndDayAndTimeRange condition which further refines the returned dataset to include only those records whose reason states began within the range of dates specified by the report.	INTERACTION_RESOURCE_FACT_GI2 INTERACTION_RESOURCE_STATE IXN_RESOURCE_STATE_FACT_GI2 RESOURCE_ RESOURCE_STATE RESOURCE_STATE_REASON SM_RES_SESSION_FACT_GI2 SM_RES_STATE_FACT_GI2 SM_RES_STATE_REASON_FACT_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.0	N/A	None	

Agent Details Activity Report

<div style="border:1px solid black;">

DESCRIPTION

This report provides a chronological breakdown of the activities of one agent over a period of time that you specify including:

• The timestamp and duration of the agent's active (login) session.

• The collective status of the agent's devices or DNs (for example, `Ready, NotReady,` or `Busy`), when each status began for that DN, and its duration.

• The interaction state when it was offered to or being processed by the agent.

The Agent Summary Activity Report complements this report summarizing the durations of agent sessions, agent states, and interaction states over one day.

For interaction-related rows, hyperlinks appear in the `Additional Information` column which, when clicked, open the Interaction Handling Attempt Report to provide a broader picture of the interaction's life from the perspective of the interaction. For those rows related to agent status, the `Additional Information` column provides the reason code selected for why the agent was in a particular state—if software and/or hardware reason codes are configured within your environment.

</div>

Agent Group Business Result Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	% Transfer Initiated Accepted Avg Consult Received Time Avg Engage Time Avg Handle Time Avg Hold Time	Avg Wrap Time Consult Received Accepted Consult Received Time Engage Time Handle Time	Hold Time Responses Revenue Transfer Initiated Wrap Time	Agent Group Business Result Interaction Type Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS

Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Business Result (businessresult_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure business results and, optionally, revenue. Each business result has its own user-defined threshold, which is controlled by the business result—related key-value pairs that are configured in the attached userdata mapping (`ccon_adata_spec_GIM_example.xml`). **Note:** In practice, business results are typically attached to an interaction *after* the interaction has ended. The Genesys Info Mart Server cannot support this scenario for Genesys Info Mart releases prior to release 7.6.004. If the configuration of business result-related key-value pairs changes during the interaction, this report reflects only the last business result that is in effect when the agent finishes handling the interaction.	AG2_AGENT_GRP_* GROUP_ INTERACTION_DESCRIPTOR RESOURCE_ RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.1	N/A	Agent Group–Agent Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes various aspects of agent performance by the agent groups to which they belong and by business result with respect to interactions that are received within the contact center during a range of days that you specify. The `Summary` tab charts two stories that depict (1) the total number of interactions that are received by business result and day and (2) the total number of interactions that are received by agent group and day. Metrics include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.

The `Consult` measures pertain to consultation requests that an agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the `Handle` measures, which include the durations of consultations that the agent receives.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Genesys supports customization of two of this report's measures—`Avg Handle Time` and `Handle Time`—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.

Agent Group Customer Segment Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	% Transfer Initiated Accepted Avg Consult Received Time Avg Engage Time Avg Handle Time	Avg Hold Time Avg Wrap Time Consult Received Accepted Consult Received Time	Engage Time Handle Time Hold Time Responses Transfer Initiated Wrap Time	Agent Group Customer Segment Interaction Type Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Customer Segment (customersegment_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure customer segments. Each customer segment has its own user-defined threshold, which is controlled by the customer segment-related key-value pairs that are configured in the attached userdata mapping (`ccon_adata_spec_GIM_example.xml` by default). If the configuration of customer-segment key-value pairs changes during the interaction, this report reflects only the last customer segment that is in effect when the agent finishes handling the interaction.	AG2_AGENT_GRP_* GROUP_ INTERACTION_DESCRIPTOR RESOURCE_ RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.1	N/A	Agent Group–Agent Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes agent-group performance by customer segment with respect to interactions that are received within the contact center during a range of days that you specify. The `Summary` tab charts two stories that depict (1) the total number of interactions that are received by customer segment and day and (2) the total number of interactions received by agent group and day. Metrics include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.

The `Consult` measures pertain to consultation requests that an agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the `Handle` measures, which include consult counts and durations.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Genesys supports customization of two of this report's measures—`Avg Handle Time` and `Handle Time`—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.

Agent Group Interaction Handling Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	% Transfer Initiated % Transfer Received Accepted Accepted	Avg Engage Time Avg Handle Time Avg Hold Time Avg Wrap Time	Responses Transfer Initiated Transfer Received Accepted	Agent Group Interaction Type Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS			
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS			SOURCE TABLES
None			AG2_AGENT_GRP_*

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	GROUP_
7.6.0	N/A	Agent Group–Agent Ixn Type–Ixn Subtype S-H-D-M-Q-Y	RESOURCE_GROUP_COMBINATION

DESCRIPTION

The `Main` tab of this report enables supervisors to monitor the interaction-processing performance of one or more groups of agents during a range of days that you specify. The `Summary` tab focuses on two aspects of interaction processing—the total number of interactions where a transfer is initiated and the total number of interactions that are received by agent group. Use this information to determine which agent groups are transferring too many interactions. The summary also provides the top and bottom 10% ranking of agent groups, with respect to the number of interactions that are received. Interaction processing (or handling) involves accepting interactions, placing interactions on hold, consultations, transfers, after-call work, and conversing with customers.

This report rolls up the activities for all DNs that are associated with each member agent, to compute the group's overall activity. So, for example, instead of averaging each group member's time in customer engagement, `Avg Engage Time` relates the sum of the total durations that each group member spent engaged with customers on each of the member's DNs to the total number of interactions that the group collectively received. This report does not display a separate column for average consult time (which is included in the derivation of the `Avg Handle Time` measure) as it does for the other components of `Avg Handle Time`.

Genesys supports customization of the `Avg Handle Time` measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.

Note: This report was previously named Agent Group Inbound Call Handling Report.

Agent Group Queue Business Attribute Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	Accepted Offered	Transfer Initiated	Transfer Received Accepted	Agent Group Business Result Customer Segment Interaction Type Media Type Queue Service Type
Service Objects				Tenant Name
Time				Month

USER PROMPTS				
Agent Group (agentgroup_lov) Queue (queue_lov)	Start/End Date N/A	Business Result (businessresult_lov)	Customer Segment (customersegment_lov)	Service Type (servicetype_lov)

REPORT CONSIDERATIONS			SOURCE TABLES
Refer to page 16 for issues related to group membership of resources.			AG2_AGENT_QUEUE_MONTH GROUP_ INTERACTION_DESCRIPTOR RESOURCE_ RESOURCE_GROUP_ COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.0	N/A	Agent Group–Agent Srvc–Srvc Subtype Ixn Type–Ixn Subtype	Q–Q Group S-H-M-Q-Y

DESCRIPTION

This report summarizes how interactions were characterized either by the system or by the agents who accepted and/or transferred them (via the group to which the agents belonged), by the queue-type device through which the interactions were distributed, by the interactions' media type (i.e., voice, chat) and interaction type (i.e., inbound, internal), and by each month-long period throughout the designated reporting interval. Drilled results are provided only for month- or higher-level aggregations and for queue to queue group (and vice versa) actions. This report illustrates how agent-activity results can be categorized by a wide range of dimensions.

Agent Group Service Type Report

CLASS(ES)	MEASURES			DIMENSION(S)

Activity	% Transfer Initiated
	Accepted
	Avg Consult Received
	  Time
	Avg Engage Time
	Avg Handle Time
		Avg Hold Time
		Avg Wrap Time
		Consult Received
		  Accepted
		Consult Received
		  Time
			Engage Time
			Handle Time
			Hold Time
			Responses
			Transfer Initiated
			Wrap Time
				Agent Group
				Interaction Type
				Media Type
				Service Type

Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Service Type (servicetype_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must config-ure service types. Each service type has its own user-defined threshold, which is controlled by the service-related key-value pairs configured in the attached userdata mapping (by default, `ccon_adata_spec_GIM_example.xml`). If the configuration of service-type key-value pairs changes during the interaction, this report reflects only the last service type that is in effect when the agent finishes handling the interaction.	AG2_AGENT_GRP_* GROUP_ INTERACTION_DESCRIPTOR

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Agent Group–Agent Srvc–Srvc Subtype Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes agent-group performance by service type with respect to interactions that are received within the contact center during a range of days that you specify. The `Summary` tab charts two stories that depict (1) the total number of interactions that are received by service type and day and (2) the total number of interactions that are received by agent group and day. Measures include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.

The `Consult` measures pertain to requests for consultation that the agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the `Handle` measures, which include consult counts and durations.

Printing the `Main` tab of this report requires tabloid-size paper (11 x 17").

Genesys supports customization of two of this report's measures—`Avg Handle Time` and `Handle Time`—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.

Agent Interaction Hierarchy Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	Accepted	Avg Handle Time	Responses	Agent Name
	Accepted Thread	Offered		
	Accepted Unique	Responded Unique		
Activity User Data Example				Category
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start/End Date N/A	Category (servicetype_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must config-ure category userdata.	AG2_AGENT_* GROUP_ INTERACTION_DESCRIPTOR RESOURCE_GI2 RESOURCE_GROUP_COMBINATION USER_DATA_GEN_ES

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.1.1	N/A	Agent Group–Agent S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report depicts the hierarchy of interactions that were offered to agents identifying the nature of the accepted interactions and responses as threaded, logical, or base interactions. Refer to "Logical/Base/Threaded Interactions" on page 162 for more information.

Agent Interval Based Report

CLASS(ES)	MEASURES			DIMENSION(S)
Interaction State	% Consult Received Time	Consult Received Accepted	Hold	Interaction Type
	% Engage Time	Consult Received Time	Hold Time	
	% Hold Time		Ixn Wrap	
	% Ixn Wrap Time	Engage Time	Ixn Wrap Time	
	Accepted			
Service Objects				Tenant Name
State and Reason				Agent Name
				Media Type
Summarized State	Active Time			
Time				Hour

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)

Agent Interval Based Report

REPORT CONSIDERATIONS			SOURCE TABLES
This report provides results based on hour-level aggregation. Refer to page 16 for issues related to group membership of resources.			AG2_I_AGENT_* AG2_I_SESS_STATE_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Ixn Type–Ixn Subtype S-H	

DESCRIPTION
This report generates a snapshot of agent interaction-processing activities during a range of hours that you specify within a particular day. This report is useful to those who manage contact center operations enabling them to view key performance indicators that are related to the agents they supervise and to assess agent productivity. No distinction is made between interactions that are routed directly from a switch and those that are routed via a mediation DN object. This is an interval-based report, which means that counts and durations for the bulk of measures are recognized in each interval in which interactions occur, regardless of when the interaction began or ended.

Agent Login-Logout Details Report

CLASS(ES)	MEASURES				DIMENSION(S)
Agent Detail					Agent Name Media Type
Session	Active Time				End Timestamp Start Timestamp
Service Objects					Tenant Name

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)

REPORT CONSIDERATIONS			SOURCE TABLES
The default date selection for this report is Today. Refer to the "Optimal Time to Run Reports" section of the *Genesys Interactive Insights 8.1 User's Guide* for information about running near-real-time reports.			GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION SM_RES_SESSION_FACT_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	None	

DESCRIPTION
This report shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant's standard time zone. If an agent logs in to multiple DNs, the duration of the agent's overall login session, which is captured by the `Active Time` measure, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration is split over each calendar day.

Agent Not Ready Reason Code Report

CLASS(ES)	MEASURES				DIMENSION(S)
Service Objects					Tenant Name
State and Reason					Agent Name
					Media Type
					Reason Code
Summarized State	% Not Ready Reason Time % Not Ready Time	Not Ready Reason Count	Not Ready Reason Time Not Ready Time		
Time					Hour

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour/ To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)	Reason Code Type (reasontypecode_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to be useful, your environment must both configure hardware and/or software reason codes, and enable contact center operators to assign hardware- or software-related reasons for placing their voice-specific DNs in a NotReady state. Refer to the "Configuring NotReady Reasons and Work Modes" in the *Genesys Desktop 8.x Deployment Guide* for details. The Reason Code column of this report provides both the reason code key of the agent's not-ready state as well as the key's value. You can customize this report to display only the key's value if values are distinct in your environment. Software reason codes have a higher priority than hardware reason codes. When reason codes of both types occur simultaneously, Genesys Info Mart records the software reason to the Info Mart database.	AG2_I_SESS_STATE_* AG2_I_STATE_RSN_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION RESOURCE_STATE RESOURCE_STATE_REASON

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.0	N/A	S-H

DESCRIPTION

The `Main` tab of this report provides counts, durations, and percentages for each NotReady reason code during the range of hours that you specify within a particular day. The `Summary` tab, in four charts, ranks:

• The top five reasons (reason codes) that are used by agents cumulatively for entering the NotReady state.
• The top five longest durations that are associated with the reasons that agents placed their devices in the NotReady state.
• The top and bottom five agents who had the greatest and least percentage of their active time attributed to the NotReady state.

Each tab uses one or more queries to retrieve results. The reason codes that are provided by this report are not necessarily tied to specific interactions.

Agent Not Ready Report

CLASS(ES)	MEASURES			DIMENSION(S)
Summarized State	% Not Ready Time	Active Time	Not Ready Time	
Interaction State	% Not Ready In Time % Not Ready Out Time	Not Ready In Not Ready In Time	Not Ready Out Not Ready Out Time	Interaction Type
State and Reason				Agent Name Media Type
Time				Hour
Service Objects				Tenant Name

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report provides meaningful data for the `In` and `Out` measures only if the ICON application that is supplying data to the Info Mart database is configured to recognize uninterrupted ACW and NotReady states (`gls-enable-acw-busy`). In situations where agents indicate they are ready when in fact they are handling calls, the % Not Ready In Time and % Not Ready Out Time measures may exceed 100%.	AG2_I_AGENT_* AG2_I_SESS_STATE_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Ixn Type–Ixn Subtype S-H	

DESCRIPTION
The `Main` tab of this report enables supervisors to monitor the counts, durations, and percentages of calls that are made and received by an agent, while that agent's state is NotReady, during a range of hours that you specify within a particular day. The `Summary` tab plots each agent's percentage of time that the agent was in the NotReady state and provides two tables that rank the top and bottom 10% of agent NotReady duration. The `Active Time` and `Not Ready Time` measures were added to this report in the 7.6.2 release.

Agent Outbound Campaign Report

CLASS(ES)	MEASURES				DIMENSION(S)
Agent Contact	Avg Engage Time	Avg Preview Time	Hold Time	Preview Time	Agent Name
	Avg Handle Time	Avg Wrap Time	Preview Time	Wrap Time	Business Result
	Avg Hold Time	Engage Time	Wrap Time		Campaign
					Interaction Type
					Media Type
Time					Day
Service Objects					Tenant Name

USER PROMPTS				
Pre-set Day Filter (daterange_lov)	Report Date N/A	Business Result (businessresult_lov)	Campaign (campaignname_lov)	Agent (agentname_lov) Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report is valid only when Genesys Outbound Contact Server is deployed within the environment.	RESOURCE_GROUP_COMBINATION AG2_AGENT_CAMPAIGN_* CAMPAIGN GROUP_ RESOURCE_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.1	N/A	Agent–Agent Group D-M-Q-Y	

DESCRIPTION
This report provides total and average durations of call-handling activities for agents who participate in outbound campaigns.

Agent Queue Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	Accepted	Avg Hold Time	Hold Time	Agent Name
	Avg Engage Time	Avg Wrap Time	Wrap Time	Interaction Type
	Avg Handle Time	Engage Time		Media Type
				Queue
				• Queue Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS

Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group Queue (queuegroup_lov) (queue_lov)	Agent Group Agent (agentgroup_lov) (agentname_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. This report also provides results for interaction-flow scenarios where the interactions do not flow through any queue device.	AG2_AGENT_QUEUE_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Agent–Agent Group Q–Q Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report enables supervisors to monitor the interaction-processing performance, as it relates to interactions, of an agent (or all agents) by the queue from which interactions were distributed during a range of days that you specify. The `Summary` tab provides a three-dimensional chart that plots average handle time by agent and by queue (or virtual queue). The summary tables below this chart provide the top and bottom 10% of agents who have the longest and shortest average hold times. Interaction processing (or handling) involves accepting interactions, placing calls on hold, consultations, transfers, after-call work, and conversing.

Genesys supports customization of the `Avg Handle Time` measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Notes:
Prior to the 7.6.1 release, this report referenced the .. by VQ versions of each measure (for example, `ACW Time by VQ` instead of `ACW Time`). In the 7.6.1 release, these measures were consolidated into their base measures. In addition, the `Handle Time by VQ` measure was dropped altogether from this report.

This report was previously named Agent Inbound Call Handling VQ Report.

Agent Social Engagement Report

CLASS(ES)	MEASURES		DIMENSION(S)
Activity	Accepted	Avg Influence Score	Agent Name
	Avg Actionability Score	Avg Sentiment Score	Media Type
Activity User Data Example			Category
			Classify Actionability Category
			Classify Sentiment Category
			Influence Category
Service Objects			Tenant Name
Time			Day

USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Category (categoryname_lov)	Influence Category (influencecategoryname_lov)	Agent Group Agent (agentgroup_lov) (agentname_lov)	Classify Sentiment Category (clsentimentcategoryname_lov)	Classify Actionability Category (clactionabilitycategoryname_lov)
Start/End Date N/A					

REPORT CONSIDERATIONS		SOURCE TABLES	
For this report to provide meaningful results, your environment must configure sentiment, influence, and actionability social-media business attributes. Refer to "Using Attached Data" in the *Interactive Insights User's Guide* for more information.		AG2_AGENT_* RESOURCE_GI2 RESOURCE_GROUP_COMBINATION USER_DATA_GEN_ES	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**DRILL UP/DRILL DOWN** Agent–Agent Group S-H-D-M-Q-Y	

DESCRIPTION

The Main tab of this report provides the average social-media scores of interactions for each configured standard response or category by agent. The Summary tab looks at two of these KPIs—sentiment and influence scores—and charts their averages against all accepted interactions.

Agent State Details Report

CLASS(ES)	MEASURES	DIMENSION(S)
Agent Detail		Agent Name Media Type
Service Objects		Tenant Name
State	Duration Reason Time	Active Reason Active State Reason Code Reason Timestamp Start Timestamp State

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour/ To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)	Reason Code Type (reasontypecode_lov)

REPORT CONSIDERATIONS

Your environment must configure hardware and/or software reason codes for this report to provide reason codes that might be associated with an agent's state. When configured, one report instance will provide either hardware- or software-related reasons, but not both in the same report.

And, if this report is to provide uninterrupted ACW and NotReady state details, you must appropriately configure the underlying ICON application supplying data to Genesys Info Mart (gls-enable-acw-busy).

Refer to "The SM_RES_STATE_FACT Table" in the *Genesys Info Mart User's Guide* for special considerations regarding very-short (>0 and <1 sec) duration states.

The Active column is a report variable based on the values of the Active Reason and Active State dimensions.

Beginning with 8.1.100.20, this report includes the Agent State Reason PreSetAndDate condition which further refines the returned dataset to include only those records whose reason states began within the range of dates specified by the report.

SOURCE TABLES
GROUP_
RESOURCE_GI2
RESOURCE_GROUP_COMBINATION
RESOURCE_STATE
RESOURCE_STATE_REASON
SM_RES_STATE_FACT_GI2
SM_RES_STATE_REASON_FACT_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.0	N/A	None

DESCRIPTION

This report displays the timestamps and durations of the various agent-state changes during a range of hours that you specify within a given day. This information enables supervisors to track how an agent spent his or her time in various noncall-related states and to make assessments about how well this time was spent. If a hardware- or software-related reason was logged for any state, this information—either a hardware- or software-related reason—also appears in the report. Use this report for monitoring an agent's noncall-related activities, especially under those circumstances in which the agent is paid by the minute.

If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, state duration is split over each calendar day.

Agent Summary Activity Report

CLASS(ES)	MEASURES			DIMENSION(S)
Summarized State	% Busy Time	% Unknown State Time	Not Ready Time	
	% Occupancy	% Wrap Time	Ready Time	
	% Not Ready Time	Active Time	Unknown State Time	
	% Ready Time	Busy Time	Wrap Time	
Interaction State	% Consult Received Time	% Invite Time	Hold Time	Interaction Type
	% Engage Time	% Ixn Wrap Time	Invite Time	
	% Hold Time	Consult Received Time	Ixn Busy Time	
		Engage Time	Ixn Wrap Time	
State and Reason				Agent Name
				Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS			
Pre-set Date Filter (daydaterange_lov)	Start/End Date N/A	Agent (agentname_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report provides results based on day-level aggregation. Drill-up functionality is supported with the limitation that measures are not additive; drill-down results, on the other hand, are fully supported. This report contains a custom formula (`Offset`) that is derived from measures in the universe. This custom measure is specific to this report only; it does not reside in the universe. The `Ixn Busy Time` and `Busy Time` measures will only be equal in the scenario where the agent initiates a call and conducts no after-call work for the interaction. Refer to the descriptions of these measures for further details.	AG2_I_AGENT_* AG2_I_SESS_STATE_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
8.0.0	N/A	S-H-D

DESCRIPTION

On the `Active Time` tab, this report provides a high-level breakdown of the duration of the different states that an agent can be in (Ready, Not Ready, Busy, and Unknown) for a specific media type, fully accounting for the agent's total active time (logged-in time) for that media. A custom measure, `Offset,` reflects the difference between the agent's active time and all other state durations. This measure can be negative as it compensates for any overlapping durations that may be captured by the `Wrap Time, Engage Time,` and `Not Ready Time` measures[*] and as well as after-call work (wrap) durations that are not affiliated with any call. `Offset` is meant to highlight those overlapping durations. It might or might not be useful depending on how your contact center/agent system is configured. The `% Active Time` tab provides the same information as the `Active Time` tab providing percentages of active time instead of the amount of time spent in each state.

The `Interaction Time` tab of this report further breaks down the portion of the agent's active time that the agent is busy processing interactions.The `% Interaction Time` tab provides the same information as the `Interaction Time` tab providing percentages of busy time instead of the amount of time spent in each interaction state.

Agent Summary Activity Report

DESCRIPTION (CONTINUED)

Contact center managers can use this report to obtain snapshots of agent states for a given day and to assess agent productivity for interactions that begin and end during the given day. For those interactions that endure over several days (for example, e-mail) and for shorter-spanned interactions that happen to cross day boundaries (for instance, a 10-minute chat session that begins five minutes to midnight), this report provides only that portion of state and interaction-processing durations that can be attributed to the specified day in which the state or interaction began. This aspect of cropping durations along the report's time interval boundaries differentiates this report from the Agent Utilization Report, which contains both disposition-based measures (summarizing agent activity over the reporting interval) and interval-based measures (providing a synopsis of agent status). The Agent Details Activity Report complements this report, breaking down the durations of agent sessions, agent states, and interaction states and providing timestamps when status changed.

Other differentiating features of this report include:
1) A more complete breakdown of an agent's logged-in time.
2) A visual presentation (in the report's column headers) that illustrates how different measures contribute to an agent's idle and busy time.

Genesys supports customization of the `% Occupancy` measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.

*. Overlap may result if agents make or receive a call while their telephony device is in Not Ready or ACW state and the underlying ICON application supplying data to the Info Mart database is configured to recognize uninterrupted Not Ready and ACW states. In this situation, both:

- `Not Ready Time` and `Engage Time` or
- `Wrap Time` and `Engage Time`

is incremented, resulting in double counting.

Agent Utilization Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	% Transfer Initiated Accepted	Avg Engage Time	Consult Received Accepted Warm	Agent Name
	Avg Consult Initiated Time	Avg Handle Time	Consult Responses	Interaction Type
	Avg Consult Received Time	Avg Hold Time		Media Type
	Avg Consult Received Warm Time	Avg Wrap Time	Hold	
		Conference Initiated	Not Accepted	
	Avg Consult Received Warm Wrap Time	Conference Received Accepted	Offered	
	Avg Consult Received Wrap Time	Consult Initiated	Responses	
		Consult Received Accepted	Transfer Initiated	
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Agent Group (agentgroup_lov)	Agent (agentname_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
Although the main tab of this report enables you to drill beyond day-level aggregation, drill-up/drill-down results are supported only for subhour-to-hour-to-day or day-to-hour-to-subhour operations. Drilling on the summary report is intentionally disabled.	AG2_AGENT_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.0	N/A	Agent–Agent Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y

DESCRIPTION

The two main tabs of this report, Customer and Consult, summarize agent performance with respect to the customer and consults interactions that are processed within the contact center for a range of days that you specify. The Summary tab charts the percentage of interaction acceptance by agent and provides two tables that highlight the top and bottom 10%. Measures in the main report include the total number of interactions that were accepted, staffed time, not-busy time, and averages—all of which include interactions from a mediation DN object and those directly routed from a switch.

Although the Avg Engage Time and Avg Handle Time measures provide an indication of how effective an agent is in terms of customer service and handling interactions, these measures must be analyzed within the scope of the agent's group. For example, results might show that a Tier 3 Technical Support agent has a higher average engagement time than the front-line agent who initially handled the interaction and routed it to the higher tier for further analysis. Indeed, the higher average across groups in this scenario might indicate the quality or complexity of service that is provided, rather than the proficiency of the agent in processing interactions.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Genesys supports customization of the Avg Handle Time measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.

In the 7.6.1 release, the % Hold Time measure was dropped from this report.
In the 8.0.0 release, the following measures were dropped from this report and a few measures were added:

- % Not Ready Time
- % Occupancy
- % Ready Time
- Active Time (formerly Login Time)
- Not Ready Time
- Ready Time

In the 8.1.0 release, the Consult Received Time measure was dropped from this report.

Agent Wrap Report

CLASS(ES)	MEASURES			DIMENSION(S)
Summarized State	% Wrap Time	Active Time	Wrap Time	
Interaction State	% Wrap In Time	Wrap In	Wrap Out	Interaction Type
	% Wrap Out Time	Wrap In Time	Wrap Out Time	
State and Reason				Agent Name
Service Objects				Tenant Name
Time				Hour

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent (agentname_lov)	Agent Group (agentgroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report provides meaningful data for the `Wrap In` and `Wrap Out` measures only if the ICON application supplying data to the Info Mart database is configured to recognize uninterrupted ACW and NotReady states (`gls-enable-acw-busy`). Although this report allows you to drill beyond day-level aggregation, drill-up / drill-down results are supported only for subhour-hour-to-day or day-to-hour-subhour operations.	AG2_I_AGENT_* AG2_I_SESS_STATE_* GROUP_ RESOURCE_GI2 RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Agent–Agent Group Ixn Type–Ixn Subtype S-H-D	

DESCRIPTION

The `Main` tab of this report enables supervisors to monitor the after-call work (wrap) call-related activities that an agent (or agent group) performs after processing calls and during a range of hours that you specify within a particular day. This report displays a roll-up of data that is related to the number, duration, and percentage of calls that were made and received while the DNs that are associated with the agent were in ACW state (`WORKMODE=WRAP`). The `Summary` tab plots each agent's actual ACW time during the reporting interval and provides two tables that rank the agents who spent the least (fastest 10%) and most (slowest 10%) amount of time in ACW mode. This report does not apply to other than voice media types.

The `Wrap In` and `Wrap Out` percentage measures relate to the overall ACW duration for all activities—both call- and non-call-related—not to the duration of the agent's login session. Measurements do not differentiate between whether interactions are routed directly from a switch or via a mediation DN.

This report is especially useful for viewing the progress of new agents as they make more (or fewer) calls to complete after-call work than more established agents. With this data, you can determine whether you need to fine-tune Genesys Info Mart configuration to, for instance, send more information about a customer (that is, attached data) to the agent's desktop.

The % Wrap Time and Active Time measures were added to this report in the 7.6.2 release.

Refer to Appendix B, "Interactive Insights Report Queries" on for a sample report query that Web Intelligence generates.

Business Metrics Executive Report

CLASS(ES)	MEASURES		DIMENSION(S)
BA Customer	% First Response Time Service Level	Entered with Objective	
Business Attribute			Business Result Customer Segment Media Type Service Type
Service Objects			Tenant Name
Time			Day

USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Customer Segment (customersegment_lov)	Business Result (businessresult_lov)	Service Type (servicetype_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure business results, customer segments, and service types. Each attribute has its own user-defined threshold, which is controlled by the related key-value pairs configured in the attached userdata mapping (by default, `ccon_adata_spec_ GIM_example.xml`).	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.2	N/A	Srvc–Srvc Subtype Agent Group–Agent S-H-D-M-Q-Y	

DESCRIPTION

This report consists of three `Summary` tabs that highlight exceptions to service level by business result, customer segment, and service type for those interactions that have defined a baseline service objective that is greater than zero. Each tab uses its own query to retrieve results. This report is targeted to audiences that are outside of the immediate contact center so that they are aware of the performance of the contact center. The `Entered with Objective` measure is superimposed over each graph to enable report analyzers to gauge service level within the perspective of the total number of interactions that were offered to resources by day over the reporting interval. The charts are slightly different from those that are presented in the `Summary` tabs of the Interaction Volume Business Result, Interaction Volume Customer Segment, and Interaction Volume Service Type reports that provide service level by business attribute instead of by time.

Genesys supports customization of the `% First Response Time Service Level` measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the `Source Information` tab.

Campaign Callbacks Summary Report

CLASS(ES)	MEASURES			DIMENSION(S)
Contact Attempt	Callbacks Completed	Personal Callbacks Completed		Campaign
	Callbacks Missed	Personal Callbacks Missed		Media Type
	Callbacks Scheduled	Personal Callbacks Scheduled		
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Campaign (campaignname_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
This report is valid only when Genesys Outbound Contact Server is deployed within the environment.	AG2_CAMPAIGN_* CAMPAIGN

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.1	N/A	D-M-Q-Y	

DESCRIPTION

The Main tab of this report summarizes the total number of callbacks that were processed by the contact center, breaking them down into the total number scheduled, missed, and completed for each day of the reporting period and distinguishing personal callbacks from nonpersonal ones. The report's design internally filters the dataset to return Outbound voice-only interactions.

Campaign Summary Report

CLASS(ES)	MEASURES			DIMENSION(S)
Contact Attempt	Abandoned Waiting	Avg CPD Dial Time	Fax Modem Detected	Campaign
	Accepted	Avg CPD Time	No Signal	Media Type
	Answering Machine Detected	Avg CPD Transfer Time	Not Accepted	
	Attempts	Busy	Overdial	
		Dial Dropped		
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Campaign (campaignname_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
This report is valid only when Genesys Outbound Contact Server is deployed within the environment.	AG2_CAMPAIGN_* CAMPAIGN

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.1	N/A	D-M-Q-Y	

DESCRIPTION

The Main tab of this report provides several key measures that are generated by Outbound campaigns and that summarize the disposition of contact attempts to reach customers over the reporting interval. In bar-chart format, the Summary tab focuses on two of those key measures: Accepted and Not Accepted. The report's design internally filters the dataset to return Outbound voice-only interactions.

Contact List Effectiveness

CLASS(ES)	MEASURES			DIMENSION(S)
Contact Attempt	All SIT	SIT No Circuit	SIT Unknown	Contact List
	Attempts	SIT Operator Intercept	SIT Vacant	
	SIT Detected	SIT Ratio		
	SIT Invalid Number	SIT Reorder		
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Contact List (callinglist_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
This report is valid only when Genesys Outbound Contact Server is deployed within the environment.	AG2_CAMPAIGN_* CALLING_LIST

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.1	N/A	D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report provides the number of contact attempts that were generated by an Outbound campaign, the ratio of attempts that resulted in the detection of a special information tone (SIT), and a breakdown of the call results of those SIT-detected attempts for the selected calling list. The `Summary` tab plots the SIT ratio for each calling list in bar chart format. The results of this report can assist campaign managers in determining which calling list needs cleanup.

The report's design internally filters the dataset to return Outbound voice-only interactions.

Customer Perspective Report

CLASS(ES)	MEASURES			DIMENSION(S)

BA Customer	% Accept Service Level
	% First Response Time
	  Service Level
	% Finished Service Level
	Avg Accept Time Agent
		Avg Finish Response
		  Time
		Avg First Response
		  Time
		Avg Revenue
			Avg Satisfaction
			Entered
			Response Ratio
			Revenue
			Satisfaction	

Business Attribute				Customer Segment Media Type Service Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS			
Pre-set Date Filter (daterange_lov)	Start/End Date N/A	Customer Segment (customersegment_lov)	Service Type (servicetype_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure customer-segment and service-type business attributes as well as revenue and satisfaction user data. Each attribute has its own user-defined threshold, which is controlled by the related key-value pairs configured in the attached userdata mapping (by default, `ccon_adata_spec_GIM_example.xml`).	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.1	N/A	Srvc–Srvc Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes contact center milestones from customer perspective providing the average response times, revenue and customer-satisfaction scores, and various service-level percentages of interactions that enter or begin with the contact center. These measures are dimensioned by customer segment, service type, and media type and describe how much time elapsed before customers got to speak to an agents or received a response, how satisfied were they with their transactions, and how much money they spent. The `Summary` tab plots the average revenues that are generated by each customer segment in bar charts for each media type. The respective average customer satisfaction scores overlay these charts.

Interaction Flow Report

CLASS(ES)	MEASURES	DIMENSION(S)		
Flow	Duration	Active Agent/Queue Order	Interaction ID	Target
			• End Timestamp	• Target Type
		Connection ID	• Interaction Type	Technical Result
		• From	• Media Type	• Technical Result Reason
		• GUID	• Start Timestamp	• Technical Result Resource Role
		• To	Segment ID	• Technical Result Role Reason
		Customer ID	Source	
		Interaction Type	• Source Type	
Service Objects		Flow Hint		
		Tenant Name		

USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Start/End Time N/A	Target Queue (queue_lov) Target Agent (agentname_lov)	Interaction ID N/A	Customer ID N/A	From / To N/A

REPORT CONSIDERATIONS	SOURCE TABLES
Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfies your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is returned.	INTERACTION_FACT_ INTERACTION_RESOURCE_FACT IRF_USER_DATA_GEN_1 MEDIATION_SEGMENT_FACT RESOURCE_ TECHNICAL_DESCRIPTOR

The Interaction Handling Attempt Report opens this report when a particular ID is selected from the `Interaction ID` column. To run this report as stand-alone, either provide a valid Interaction ID (or range of IDs separated by semicolons [;]) in the user prompt area or use the default value, `0,` which returns all interactions that satisfy the report's other conditions.

Unlike prompt behavior in all other reports, the selections that you make at the `Target Agent` and `Target Queue` prompts are interdependent. Also, the time component of the `Start` and `End Time` prompts is active. Read more about these prompts in the *Genesys Interactive Insights 8.1 User's Guide.*

For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

For Oracle RDBMSs, the Flow Hint dimension must be listed first on the query panel in order for the instructions of optimization to be processed.

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.2	N/A	None

Interaction Flow Report

DESCRIPTION
This report provides a tactical tool for managing customer relationships, enabling contact center managers to analyze and understand what took place with regard to an interaction from the customer's perspective. The Main tab of this report traces an interaction as it passes through various contact center resources—showing each target that the interaction reached, how the interaction was processed at that target (for example, Abandoned, Completed, Diverted, or Transferred), and how long the processing took there, as well as general details about the interaction. The Summary tab shows an abbreviated version of each interaction's life and provides the technical result at each source and target, as well as the duration there. The targets are network and handling resources—contact center agents, self-service IVR ports, ACD queues, virtual queues, interaction queues, and workbins. This report does not expose whether extended facts were used while the interaction was being processed, such as whether treatments were applied or speech recognition was used; nor does this report capture changes in user data or agent states. This report might also be useful for validating the results of some of the aggregated reports. Printing this report requires tabloid-size paper (11 x 17").

Interaction Handling Attempt Report

CLASS(ES)	MEASURES	DIMENSION(S)		

Handling Attempt	Conference Initiated Time
	Conference Received Time
	Customer Alert Time
	Customer Dial Time
	Customer Engage Time
	Customer Handle Time
	Customer Hold Time
	Customer Wrap Time
	Queue Time
	Response Time
	Routing Point Time
	Total Duration
		Active
		Connection ID
		• From
		• GUID
		• To
		Customer ID
		Handling Attempt Hint
		Handling Resource
		• Handling Resource
		  Type
		Interaction Type
		Last IVR
		Last Queue
		Last VQueue
			Interaction ID
			• Duration
			• End Timestamp
			• Handling Attempt
			  End
			• Handling Attempt
			  Start
			• Interaction Han-
			  dling Attempt ID
			• Media Type
			• Start Timestamp
			• Stop Action
			Resource State
				Routing Target
				Routing Target
				  Selected
				Routing Target
				  Type
				Technical Result
				• Technical Result
				  Reason
				• Technical Result
				  Resource Role
				• Technical Result
				  Role Reason

Business Attribute		Business Result Customer Segment	Service Subtype Service Type	
Service Objects		Handling Attempt Hint Tenant Name		

USER PROMPTS				
Pre-set Day Filter (daydaterange_lov) Start/End Time N/A	Target Agent (agentname_lov) Target Agent Group (agentgroup_lov) Last Queue (queue_lov)	Business Result (businessresult_lov) Customer Segment (customersegment_lov)	Service Type (servicetype_lov) Service Subtype (servicesubtype_lov)	Customer ID Interaction ID From To

Interaction Handling Attempt Report

REPORT CONSIDERATIONS			SOURCE TABLES
Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is retrieved. Differently from prompt behavior in all other reports, the time component of the `Start` and `End Time` prompts is active. Read more about prompts in the *Genesys Interactive Insights 8.1 User's Guide.* For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. For Oracle RDBMSs, the Handling Attempt Hint dimension must be listed first on the query panel in order for the instructions of optimization to be processed.			GROUP_ INTERACTION_DESCRIPTOR_GI2 INTERACTION_FACT_GI2 INTERACTION_RESOURCE_FACT_GI2 IRF_USER_DATA_GEN_1 RESOURCE_ RESOURCE_GROUP_COMBINATION RESOURCE_TARGET ROUTING_TARGET
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	DRILL UP/DRILL DOWN None	

DESCRIPTION

This report summarizes segment-related details with regard to an agent's handling of contact center interactions that are stored in the Info Mart `INTERACTION_RESOURCE_FACT` table, providing both the time that was required to distribute the interaction to the agent and data about the agent's contiguous participation in the interaction. This report provides data for all interaction types and excludes extended facts that might be associated with the interaction, such as whether treatments were applied while the customer was waiting to be connected to the agent.

Note: Refer to the *Genesys Interactive Insights 8.1 User's Guide* for instructions on how to tailor this report to include attached data.

The "customer" in the `CUSTOMER` measures is the initiator of the interaction, and might not explicitly be a customer who is external to the contact center. For example, the customer of an internal interaction is the initiating agent.

You can obtain additional information about a particular interaction by clicking its ID. This hyperlink passes the value that you click and opens the Interaction Flow Report in a new browser window where you can view (among other information) the target and technical result of each interaction segment for that ID.

Printing this report requires larger than tabloid-size paper.
In release 8.1.1, the Last VQueue dimension was added to this report.

Interaction Traffic Group Report

CLASS(ES)	MEASURES			DIMENSION(S)
Q Customer	% Accept Service Level Abandoned Waiting Accepted	Avg Abandoned Waiting Time Avg Accept Time Distributed	Offered Short Abandoned Waiting	
Queue				Interaction Type Media Type Queue Group
Service Objects				Tenant Name
Time				Day

USER PROMPTS			
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.	AG2_QUEUE_GRP_* GROUP_Q

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN
7.6.0	N/A	Q–Q Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y

DESCRIPTION

The Main tab of this report summarizes contact center activity as interactions are offered to, abandoned within, and distributed from queues that belong to one or more queue group(s). The Summary tab focuses on the overall percentages of service level by tenant in chart format and highlights the exceptions to service level by mediation DN in tabular format for a given day. Mediation DN activity is rolled up to all of the groups to which the DN belongs. Counts and durations are attributed to the interval in which the interaction enter the mediation DN.

In the 7.6.1 release, the Abandoned Waiting Time measure was dropped from this report.
In the 8.0.0 release, the Avg Accept Time measure replaces ASA. The two measures are equivalent. Also, Short Abandoned Waiting replaces Standard Abandoned Waiting.

Interaction Traffic Report

CLASS(ES)	MEASURES			DIMENSION(S)
Q Customer	% Abandoned Waiting % Accept Service Level % Accepted % Distributed Abandoned Waiting	Accepted Avg Abandoned Wait- ing Time Avg Accept Time Distributed	Max Abandoned Wait- ing Time Max Accept Time Offered	
Queue				Interaction Type Media Type Queue
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.	AG2_QUEUE_* GROUP_ RESOURCE_Q RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Q–Q Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes contact center activity as interactions are offered to, abandoned within, and distributed from queues. The `Summary` tab focuses on the overall percentages of service level by tenant in chart format and highlights the exceptions to service level by queue in tabular format for a given day.

This report is particularly helpful for determining the efficiency achieved on a specific queue because it provides the volume of interactions accepted in a given period, along with the average speed of answer (`Avg Accept Time`) and maximum delays experienced before acceptance (`Max Accept Time`) or abandonment (`Max Abandoned Waiting Time`) *from the perspective of the mediation DN.* When results are interpreted in concert with results from the Speed of Accept and Abandon Delay reports, the overall productivity of your mediation DNs can be assessed.

In the 7.6.1 release, the `Entered`, `Short Abandoned Waiting`, and `Abandoned Waiting Time` measures were dropped from this report.

Interaction Volume Business Result Report

CLASS(ES)	MEASURES			DIMENSION(S)
BA Customer	% Abandoned Waiting	Avg Abandoned Wait-ing Time	Entered with Objective Finished No Response	
	% Accepted			
	% First Response Time Service Level	Avg Engage Time	Max Abandoned Wait-ing Time	
	% Transfer Initiated Agent	Avg Finish Response Time	Max Accept Time Agent	
	Abandoned Waiting	Avg Handle Time	Transfer Initiated Agent	
	Accepted	Avg Hold Time		
	ASA	Avg Wrap Time		
Business Attribute				Business Result Interaction Type Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Business Result (businessresult_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure business results. Each business result has its own user-defined threshold, which is controlled by the business result-related key-value pairs configured in the attached userdata mapping (by default, `ccon_adata_spec_GIM_example.xml`). **Note:** In practice, Business Results are typically attached to an interaction *after* the interaction has ended. The Genesys Info Mart Server cannot support this scenario for Genesys Info Mart releases prior to 7.6.004.	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.1	N/A	Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

Interaction Volume Business Result Report

DESCRIPTION

The `Main` tab of this report summarizes how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment. The `Summary` tab focuses on percentages of service level, highlighting the exceptions by business result for those interactions that have defined a baseline service objective that is greater than zero. The `Entered with Objective` measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the business-result classification changes during an interaction, Genesys Info Mart attributes the business result that is in effect when interaction handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated business result is attached to the interaction.

Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, `% Abandoned Waiting` could signify either that no interactions of this business result were abandoned, or that no interactions of this business result entered the contact center at all.

All of the measures in this report are disposition measures, which means that interaction total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete.

Genesys supports customization of the `% First Response Time Service Level` measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the `Source Information` tab.

Printing the main tab of this report requires larger than tabloid-size paper.

In the 7.6.2 release, the `Entered with Objective` measure replaces the `Offered` measure.

Interaction Volume Customer Segment Report

CLASS(ES)	MEASURES			DIMENSION(S)

BA Customer	% Abandoned Waiting
	% Accepted
	% First Response Time
	  Service Level
	% Transfer Initiated Agent
	Abandoned Waiting
	Accepted
	ASA
		Avg Abandoned Wait-
		  ing Time
		Avg Engage Time
		Avg Finish Response
		  Time
		Avg Handle Time
		Avg Hold Time
		Avg Wrap Time
			Entered with Objective
			Finished No Response
			Max Abandoned Wait-
			  ing Time
			Max Accept Time
			  Agent
			Transfer Initiated
			  Agent	

Business Attribute				Customer Segment Interaction Type Media Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Customer Segment (customersegment_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure customer segments. Each customer segment has its own user-defined threshold, which is controlled by the customer segment-related key-value pairs configured in the attached userdata mapping (`ccon_adata_spec_GIM_example.xml` by default).	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.1	N/A	Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

Interaction Volume Customer Segment Report

DESCRIPTION

The `Main` tab of this report summarizes how interactions that enter the contact center are categorized into the customer-segment attributes that are configured in your environment. The `Summary` tab focuses on percentages of service level, highlighting the exceptions by customer segment for those interactions that have defined a baseline service objective that is greater than zero. The `Entered with Objective` measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the customer-segment classification changes during an interaction, Genesys Info Mart attributes the customer segment (that is in effect when interaction handling ends) to the customer segment that is attached to the interaction. More accurately, the customer segment that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated customer segment is attached to the interaction.

Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, `% Abandoned Waiting` could signify either that no interactions of this customer segment were abandoned, or that no interactions of this customer segment entered the contact center at all.

All of the measures in this report are disposition measures, which means that total counts and durations are attributed to the interval in which the interaction arrives and only when interaction processing is complete.

Genesys supports customization of the `% First Response Time Service Level` measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the `Source Information` tab.

Printing the main tab of this report requires larger than tabloid-size paper.

In the 7.6.2 release, the `Entered with Objective` measure replaces the `Offered` measure.

Interaction Volume Service Subtype Report

CLASS(ES)	MEASURES			
BA Customer	% Abandoned Waiting	Accepted	ASA	Max Abandoned
	% Accepted	Avg Abandoned Wait-	Avg Handle Time	Waiting Time
	% First Response Time	ing Time	Avg Hold Time	Max Accept Time
	Service Level	Avg Engage Time	Avg Wrap Time	Agent
	% Transfer Initiated Agent	Avg Finish Response	Entered with Objective	Transfer Initiated
	Abandoned Waiting	Time	Finished No Response	Agent

			DIMENSION(S)	
Business Attribute			Interaction Type	Service Subtype
			Media Type	
Service Objects			Tenant Name	
Time			Day	

USER PROMPTS				
Pre-set Date Filter	Start Date	End Date	Service Type	Service Subtype
(daterange_lov)	N/A	N/A	(servicetype_lov)	(servicesubtype_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must config-ure service types and service subtypes Each service type and subtype has its own user-defined threshold, which is controlled by the service-related key-value pairs configured in the attached user-data mapping (ccon_adata_spec_GIM_ example.xml, by default).	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Srvc–Srvc Subtype Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The Main tab of this report summarizes how interactions that enter the contact center are categorized into the service type and service subtype business attributes that are configured in your environment. The Summary tab focuses on percentages of service level, highlighting the exceptions by service subtype for those interactions that have defined a baseline service objective that is greater than zero. The Entered with Objective measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the service type/service subtype classification changes during an interaction, Genesys Info Mart attributes the service type/service subtype that is in effect when interaction handling ends to the service type/subtype that is attached to the interaction. More accurately, the service type/service subtype that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated service type/subtype is attached.

This report uses the same measures as the Interaction Volume Service Type report. The measures are dimensioned by service subtype, instead of by service type. Drilling up from service subtype to service type provides the same results for the same time period as the Interaction Volume Service Type report. Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, % Abandoned Waiting could signify either that no interactions of this service subtype were abandoned or that no interactions of this service subtype entered the contact center at all.

All of the measures in this report are disposition measures, which means that total counts and durations are attributed to the interval in which the interaction arrives and only when interaction processing is complete.

Genesys supports customization of the % First Response Time Service Level measure to align its definition with your busi-ness. For the supported alternate definition, open the properties of this measure in Designer and read its technical informa-tion on the Source Information tab.

Interaction Volume Service Type Report

CLASS(ES)	MEASURES			DIMENSION(S)
BA Customer	% Abandoned Waiting	Avg Abandoned Wait-	Entered with Objective	
	% Accepted	ing Time	Finished No Response	
	% First Response Time	Avg Engage Time	Max Abandoned Wait-	
	Service Level	Avg Finish Response	ing Time	
	% Transfer Initiated Agent	Time	Max Accept Time	
	Abandoned Waiting	Avg Handle Time	Agent	
	Accepted	Avg Hold Time	Transfer Initiated	
	ASA	Avg Wrap Time	Agent	
Business Attribute				Interaction Type
				Media Type
				Service Type
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Service Type (servicetype_lov)	Service Subtype (servicesubtype_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure service types. Each service type has its own user-defined threshold, which is controlled by the service-related key-value pairs that are configured in the attached userdata mapping (by default, `ccon_adata_spec_GIM_example.xml`).	AG2_ID_* INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report summarizes how interactions that enter the contact center are categorized into the service type attributes that are configured in your environment. The `Summary` tab focuses on percentages of service level, highlighting the exceptions by service type for those interactions that have defined a baseline service objective that is greater than zero. The `Entered with Objective` measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of interactions that are offered to resources by day over the reporting interval.

If the service type classification changes during an interaction, Genesys Info Mart attributes the service type that is in effect when interaction handling ends to the service type that is attached to the interaction. More accurately, the service type that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated service type is attached.

This report uses the same measures as the `Interaction Volume Service Subtype` report. The measures are dimensioned by service type instead of by service subtype. Drilling down from service type to service subtype provides the same results for the same time period as the `Interaction Volume Service Subtype` report. Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, `% Abandoned Waiting` could signify either that no interactions of this service type were abandoned or that no interactions of this service type entered the contact center at all.

All of the measures in this report are disposition measures, which means that interaction total counts and durations are attributed to the interval in which the interaction arrives, and only when interaction processing is complete.

Genesys supports customization of the `% First Response Time Service Level` measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the `Source Information` tab.

Printing the main tab of this report requires larger than tabloid-size paper.

Interaction Volume Service Type Trend Report

CLASS(ES)	MEASURES		DIMENSION(S)
BA Customer	% First Response Time Service Level Entered with Objective	First Response in Threshold	
Business Attribute			Media Type
Forecast			Day Is Current Data Is Forecast Data
Service Objects			Tenant Name
Time			Day

USER PROMPTS			
Start/End Date N/A	Forecast Thru Date N/A	Service Type (servicetype_lov)	

REPORT CONSIDERATIONS	SOURCE TABLES
You can customize this report to provide data points and forecasts for other measures by swapping them out for the measures that are used in this report and reassigning the report's variables. You can also apply other business attributes, such as customer segment or a user-defined attribute, by further customizing this report. Refer to "Customizing the Trend" in the *Interactive Insights User's Guide* for more information. Please note that drill operations are not supported for this report.	AG2_ID_* INTERACTION_ DESCRIPTOR_GI2

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.1.0	N/A	None	

DESCRIPTION

The `Main` tab of this report provides three measures to describe the elements of service level that was delivered by service type as well as a forecast of what service level can be expected given the start and end dates (for actual data) and the forecast-thru date that you supply. The forecast is provided only for the `% First Response Time Service Level` measure. A legend explains the font treatments and background coloring that are used within cells of the report to distinguish 1) forecasted from actual values and 2) varying levels of service level. The `Summary` tab plots actual values using scatter-chart format and the trend (which is derived using a least-squared method) in linear format.

The inner workings of this report combine two queries to provide actual and forecast data within the main table and summary chart and several inherently-defined variables to determine the trend. For release 8.1.3 and later, in addition to listing the dates of the report's date range, the x-axis also provides an indication as to whether the data is current data or forecast data. The value `1` indicates current data; the value `0` indicates forecast data.

Genesys supports customization of the `% First Response Time Service Level` measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the `Source Information` tab.

Interaction Volume Summary Report

CLASS(ES)	MEASURES					DIMENSION(S)

BA Customer	Accepted
	Avg Finish No
	  Response Time
		Avg Finish
		  Response Time
		Entered
		Entered Thread
			Finish Response
			  Time
			Finish Time
			Finished
				Finished No
				  Response
				Finished
				  Response		

Business Attribute						Media Type
Service Objects						Tenant Name
Time						Day Month Month Year Ago Month Year Next

USER PROMPTS					
Start Date N/A	End Date N/A	Customer Segment (customersegment_lov)	Business Result (businessresult_lov)	Service Type (servicetype_lov)	Service Subtype (servicesubtype_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
This report uses three queries to populate data on the `Main` tab. The date values that you specify at the user prompts mark the boundaries of the current time range. For this report to provide meaningful results, your Info Mart database must contain data spanning more than one-year and your environment must configure business attributes. Business attributes are defined by key-value pairs that are configured in an attached-data mapping (by default, `ccon_adata_spec_GIM_example.xml`). Depending on the number of interactions that entered your contact center and the time span selected, this report can take a long while to run.	AG2_ID_DAY INTERACTION_DESCRIPTOR_GI2

INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	DRILL UP/DRILL DOWN S-H-D-M-Q-Y	

DESCRIPTION
The `Main` tab of this report provides a month-by-month comparison of the number of accepted and finished interactions and average duration of completed interactions that entered or began within the contact center throughout a span of time within one calendar year with the corresponding numbers from the previous year. Prior year figures are provided in terms of change in percentage from the selected timespan. This report concatenates data for all selected business attributes rather than yielding results where each interaction is categorized with each of the selected attributes. The `Summary` tab provides two sets of charts for each media type within a tenant that stacks the number of accepted interactions for the current year against the number of interactions offered—by day on one chart and by month on the second.

Queue Outline Report

CLASS(ES)	MEASURES			DIMENSION(S)
Q Customer	Abandoned Inviting Abandoned Waiting Accepted Accepted Agent Accepted Others Cleared	Distributed Entered Offered Redirected Routed Other	Short Abandoned Waiting Standard Abandoned Waiting Stuck	
Q Consults	Consult Abandoned Inviting Consult Abandoned Waiting Consult Accepted Consult Accepted Others Consult Cleared Consult Distributed	Consult Entered Consult Offered Consult Received Accepted Consult Redirected Consult Routed Other	Consult Short Aban- doned Waiting Consult Standard Abandoned Waiting Consult Stuck	
Q Customer & Consults	Abandoned Inviting Abandoned Waiting Accepted Accepted Agent Accepted Others Cleared	Distributed Entered Offered Redirected Routed Other	Short Abandoned Waiting Standard Abandoned Waiting Stuck	
Queue				Interaction Type Media Type Queue
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. The three `Other` measures in this report are actually variables that represent the difference between all cleared interactions and interactions that were cleared from queue because they were stuck.	AG2_QUEUE_* GROUP_ RESOURCE_Q RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.2	N/A	Q–Q Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

There are three main tabs in this report. The `Customer Interaction` tab shows how the number of interactions that entered a particular queue or queue group break down into the various queue-related measures that provide interaction counts. The `Consult Interaction` provides similar information for consult interactions that enter the queue/queue group. The `Customer & Consults` tab combines these results into one report. From this information, you can see how these measures interrelate and how they contribute to the sum total of all interactions (Entered) that entered a queue resource.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Queue Summary Report

CLASS(ES)	MEASURES			DIMENSION(S)
Q Consults	Consult Received Accepted	Consult Received Time		
Q Customer	% Abandoned Waiting	Avg Clear Time	Max Abandoned Wait- ing Time	
	% Accept Service Level	Avg Distribute Time	Max Accept Time	
	% Transfer Initiated Agent	Avg Engage Time	Offered	
	Abandoned Waiting	Avg Handle Time	Transfer Initiated	
	Accepted	Avg Hold Time	Agent	
	Avg Abandoned Waiting Time	Avg Wrap Time	Wrap Time	
	Avg Accept Time	Engage Time		
		Hold Time		
Queue				Interaction Type
				Media Type
				Queue
Service Objects				Tenant Name
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.	AG2_QUEUE_* GROUP_ RESOURCE_Q RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
7.6.0	N/A	Q–Q Group Ixn Type–Ixn Subtype S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report provides measures that relate to the interactions that enter a queue and that are either abandoned or distributed and handled by any routing target, such as an agent. The `Summary` tab juxtapositions the number of interactions that were accepted or abandoned, in chart format, with all of the interactions that were offered to the queue over the reporting interval for each queue within the selection criteria. Overlaying these bar charts is the percentage of accepted interactions that were accepted within the defined service level. This report helps contact center managers and supervisors to assess the performance of configured queues.

With the exception of Consult Received Accepted and Consult Received Time measures, all measures in this report include the counts and durations of interactions that were queued for consultation where a *warm consult* ensued and where the interactions were distributed to an agent. Consult Received Accepted and Consult Received Time specifically measure *simple consults*. Refer to the descriptions of each measure or the "Dictionary of Data Elements" on page 425 for further details.

Printing the main tab of this report requires larger than tabloid-size paper.

In the 7.6.1 release, the `Handle Time` measure was dropped from this report.

Social Engagement Report

CLASS(ES)	MEASURES			DIMENSION(S)
Business Attribute				Media Type
BA Customer	Avg Actionability Score Avg Influence Score	Avg Sentiment Score Entered	Sentiment Index	
BA User Data Example				Category Classify Actionability Category Classify Sentiment Category Influence Category
Service Objects				Tenant Name
Time				Day

USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Start/End Date N/A	Category (categoryname_lov)	Influence Category Category (influencecategoryname_lov)	Classify Actionability Category (clactionabilitycategoryname_lov)	Classify Sentiment Category (clsentimentcategoryname_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For this report to provide meaningful results, your environment must configure sentiment, influence, and actionability social-media business attributes. Refer to "Using Attached Data" in the *Interactive Insights User's Guide* for more information.	AG2_ID_* USER_DATA_GEN_ES

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.1.1	N/A	S-H-D-M-Q-Y	

DESCRIPTION

The Main tab of this report provides the average social-media scores of interactions that entered or began within the contact center for each configured standard response or category. The Summary tab looks at two of these KPIs—sentiment and influence scores—and charts their averages against all interactions that entered or began within the contact center.

Speed of Accept (hours) Report

CLASS(ES)	MEASURES		DIMENSION(S)
Accepted Agent STI	% Accepted Agent ST10	Accepted Agent ST6	
	% Accepted Agent ST11	Accepted Agent ST7	
	% Accepted Agent ST12	Accepted Agent ST8	
	% Accepted Agent ST13	Accepted Agent ST9	
	% Accepted Agent ST14	Accepted Agent ST10	
	% Accepted Agent ST15	Accepted Agent ST11	
	% Accepted Agent ST16	Accepted Agent ST12	
	% Accepted Agent ST17	Accepted Agent ST13	
	% Accepted Agent ST18	Accepted Agent ST14	
	% Accepted Agent ST19	Accepted Agent ST15	
	% Accepted Agent ST20	Accepted Agent ST16	
	Accepted Agent ST1	Accepted Agent ST17	
	Accepted Agent ST2	Accepted Agent ST18	
	Accepted Agent ST3	Accepted Agent ST19	
	Accepted Agent ST4	Accepted Agent ST20	
	Accepted Agent ST5		
Queue			Interaction Type
			Media Type
			Queue
Service Objects	Bound 11 Bound 14 Bound 17		Tenant Name
	Bound 12 Bound 15 Bound 18		TimeRangeKey
	Bound 13 Bound 16 Bound 19		
Time			Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

REPORT CONSIDERATIONS	SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. This report contains two custom formulas (`Accepted Agent ST1-ST11` and `Accepted Agent STI` [different from `Accepted Agent ST1`]) that are derived from measures in the universe. These custom measures are specific to this report only—they do not reside in the universe. This report relies heavily on the configuration of thresholds in your environment. In release 8.1.1, the mechanism by which thresholds are computed was enhanced. Refer to "Setting Thresholds" in the *Reporting and Analytics Aggregates Deployment Guide* for more information.	AG2_QUEUE_ACC_AGENT_* AGR_SCFG GROUP_ RESOURCE_Q RESOURCE_GROUP_COMBINATION

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.0.0	N/A	Q–Q Group S-H-D-M-Q-Y	

Speed of Accept (hours) Report

DESCRIPTION

The `Main` tab of this report provides summarized performance information about the delays that are associated with long-enduring interactions that were accepted or pulled from the specified queue(s). The `Summary` tab summarizes this same information—providing both percentages and number of interactions that were accepted or pulled by service time interval—in chart format. This report is typically used for media types for which contact center responses are expected to be slow, such as e-mail.

The main report breaks down the count of interactions placing each into one of ten time buckets according to the speed by which the interaction was accepted or pulled from the selected queue. ”Acceptance” is triggered by the first agent who creates an outbound reply—whether or not the reply was sent. The time buckets are shown in the legend above the report in ranges of hours.

This main report also provides a similar breakdown for the percentages of interactions that were accepted/pulled in these buckets to the total number of interactions accepted/pulled from the queue during the reporting interval. The first bucket is defined by a report variable (`Accepted Agent ST1 - ST11`) that amalgamates the 1st through 11th service time intervals. The `Accepted Agent STI` variable amalgamates all service time intervals.

Note that this report reflects distribution from the selected queue(s) only—they do not reflect the time that interactions spent queued at other unselected queue resources that the interactions might have passed through before being distributed from the queue resource(s) selected in this report.

Speed of Accept (seconds) Report

CLASS(ES)	MEASURES			DIMENSION(S)
Accepted Agent STI	% Accepted Agent ST1	Accepted Agent ST7		
	% Accepted Agent ST2	Accepted Agent ST8		
	% Accepted Agent ST3	Accepted Agent ST9		
	% Accepted Agent ST4	Accepted Agent ST10		
	% Accepted Agent ST5	Accepted Agent ST11		
	% Accepted Agent ST6	Accepted Agent ST12		
	% Accepted Agent ST7	Accepted Agent ST13		
	% Accepted Agent ST8	Accepted Agent ST14		
	% Accepted Agent ST9	Accepted Agent ST15		
	Accepted Agent ST1	Accepted Agent ST16		
	Accepted Agent ST2	Accepted Agent ST17		
	Accepted Agent ST3	Accepted Agent ST18		
	Accepted Agent ST4	Accepted Agent ST19		
	Accepted Agent ST5	Accepted Agent ST20		
	Accepted Agent ST6			
Queue				Interaction Type
				Media Type
				Queue
Service Objects	Bound 1	Bound 4	Bound 7	Tenant Name
	Bound 2	Bound 5	Bound 8	TimeRangeKey
	Bound 3	Bound 6	Bound 9	
Time				Day

USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue Group (queuegroup_lov)	Queue (queue_lov)

Speed of Accept (seconds) Report

REPORT CONSIDERATIONS			SOURCE TABLES
For multiple-switch environments that share the same queue names across switches, refer to the *Genesys Interactive Insights 8.1 User's Guide* to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results. This report contains two custom formulas (`Accepted Agent ST10 - ST20` and `Accepted Agent STI` [different from `Accepted Agent ST1`]) that are derived from measures in the universe. These custom measures are specific to this report only—they do not reside in the universe. Although this report provides results for all media, Genesys recommends that you run the Speed of Accept (hours) Report for connection-less media, such as electronic mail, whose results typically span more than 60 minutes. This report relies heavily on the configuration of thresholds in your environment. In release 8.1.1, the mechanism by which thresholds are computed was enhanced. Refer to "Setting Thresholds" in the *Reporting and Analytics Aggregates Deployment Guide* for more information.			AG2_QUEUE_ACC_AGENT_* AGR_SCFG GROUP_ RESOURCE_Q RESOURCE_GROUP_COMBINATION
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	Q–Q Group S-H-D-M-Q-Y	

DESCRIPTION

The `Main` tab of this report provides summarized performance information about the delays that are associated with interactions that were accepted from a specific queue. The `Summary` tab summarizes this same information—providing both percentages and number of interactions that were accepted by service time interval—in chart format. This report is typically used for media types for which contact center responses are expected to be fast, such as voice and chat.

The main report shows the number of interactions that were accepted within each of 10 time buckets and the percentages of interactions that were accepted in these buckets to the total number of interactions that were accepted from the queue. The tenth bucket is defined by a report variable (`Accepted Agent ST10 - ST20`) that amalgamates the 10th through 20th service time intervals. The `Accepted Agent STI` variable amalgamates all service time intervals. The time buckets are shown in the legend above the report in ranges of seconds.

Note that this report reflects distribution from the selected mediation DN(s) only—they do not necessarily reflect the customer's overall wait time or the durations that interactions spent queued at other unselected queue resources that the interactions may have passed through before being distributed from the mediation DN(s) provided in this report.

Printing the main tab of this report requires tabloid-size paper (11 x 17").

Transfer Detail Report

CLASS(ES)	MEASURES	DIMENSION(S)		
Transfer	Source Customer Engage Time	Interaction ID • End Timestamp • From • GUID • Handling Attempt End • Handling Attempt Start • Interaction Handling Attempt ID • Media Type • Start Timestamp • To	Source Business Result	Target Business Result
	Source Customer Hold Time		Source Customer Segment	Target Customer Segment
	Source Customer Wrap Time		Source Last Queue	Target Last Queue
	Source Queue Time		Source Service Subtype	Target Service Subtype
			Source Service Type	Target Service Type
	Target Customer Engage Time		Source Technical Result • Technical Result Reason • Technical Result Resource Role • Technical Result Role Reason	Target Technical Result • Target Technical Result Reason • Target Technical Result Resource Role • Target Technical Result Role Reason
	Target Customer Hold Time	Interaction Type		
	Target Customer Wrap Time	Source • Source Type	Target • Target Type	
	Target Queue Time			
Handling Attempt		Active	Interaction ID • Duration	
Service Objects		Transfer Hint Tenant Name		

USER PROMPTS				
Start & End Time N/A	From & To N/A	Source Handling Resource Name & Type (resourcename_lov) (resourcetype_lov)	Target Handling Resource Name & Type (resourcename_lov) (resourcetype_lov)	Interaction ID N/A

REPORT CONSIDERATIONS	SOURCE TABLES
For Oracle RDBMSs, the Transfer Hint dimension must be listed first on the query panel in order for the instructions of optimization to be processed.	INTERACTION_DESCR_RCV_GI2 INTERACTION_FACT_GI2 INTERACTION_RES_FACT_RCV_GI2 INTERACTION_RESOURCE_FACT_GI2 RESOURCE_ RESOURCE_Q RESOURCE_RCV_Q RESOURCE_TARGET TECHNICAL_DESCRIPTOR

INTRODUCED IN	DISCONTINUED IN	DRILL UP/DRILL DOWN	
8.1.1	N/A	None	

DESCRIPTION

This report provides the detailed information about the initiating and receiving parties of those contact center interactions that involve a transfer including the technical result, the mediation devices through which the interaction passed, the business attribute, and the entire duration of the interaction. You can obtain additional information about a particular interaction by clicking its ID within the generated report. This action passes the value that you click and opens the Interaction Handling Attempt Report in a new browser window where you can view (among other information) data about the agent's contiguous participation in the interaction.

2 Interactive Insights Classes

This chapter describes the content of Genesys Interactive Insights classes. It contains the following sections:

Within the realm of BusinessObjects Enterprise (BOE), a *class* is a container of objects. The `class` object appears in the Universe Designer interface as an open (📂) or closed (📁) folder in the `Classes and Objects` panel (see Figure 4).

Figure 4: Classes and Objects Panel
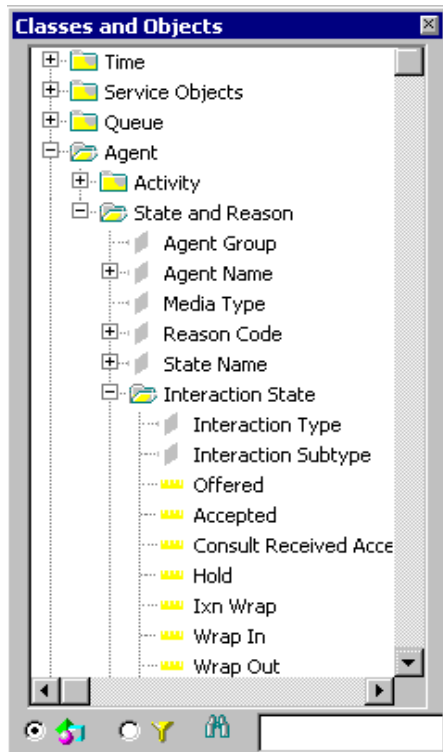
The design of the Interactive Insights universe extends the definition of a class in that all members of a class share one or more common attributes. For example, all members of the `Business Attribute` class enable the measurement, organization, and filtering of Info Mart data, based on the business attribute associated with interactions.
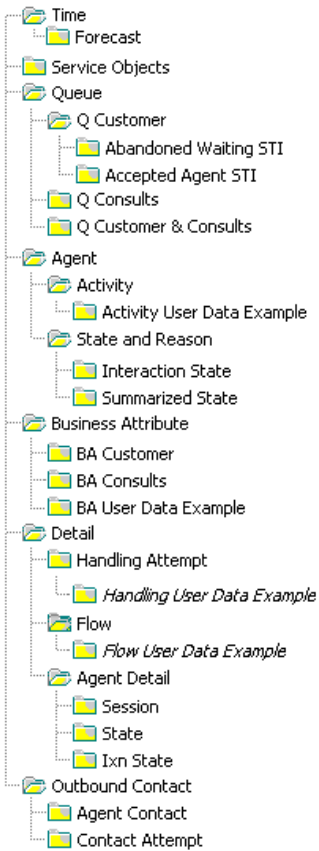
Class contents can include any combination of dimensions, measures, details, conditions (also known as filters), and subclasses. As they relate to Interactive Insights, these objects are described in chapters Chapters 3 through 6. Other types of BOE objects, such as lists of values, are also assigned to a particular class, although these objects are not visible in the `Classes and Objects` panel.

Figure 4 shows some of the dimensions and measures of the `Interval` class, as they appear within the Business Objects Universe Designer interface. Both this class and the `Activity` class contain a measure named `Hold`. However, the two are not the same; one is an interval-based measure, and the other is a disposition-based measure. (The difference between these measure types is described in the *Genesys Interactive Insights 8.1 User's Guide*.) The names of class members include the class to which they belong, so that the two `Responses` measures are distinguished from each other as `Activity\Hold` and `BA Customer\Hold`. The names of class members are unique within a class.

List of Classes

Listing of GI2 Classes

This release of GI2 for Genesys Info Mart sorts universe objects into the following classes and subclasses, listed in alphabetic order. The two italicized classes are hidden in the universe:

- Abandoned Waiting STI
- Accepted Agent STI
- Activity
- Activity User Data Example
- Agent
- Agent Contact
- Agent Detail
- BA Consults
- BA Customer
- BA User Data Example
- Business Attribute

- Contact Attempt
- Detail
- Flow
- *Flow User Data Example*
- Forecast
- Handling Attempt
- *Handling User Data Example*
- Interaction State
- Ixn State
- Outbound Contact
- Q Consults

- Q Customer
- Q Customer & Consults
- Queue
- Queue User Data Example
- Service Objects
- Session
- State
- State and Reason
- Summarized State
- Time
- Transfer

The image to the left illustrates their organization within the universe. The classes are described beginning on .

Discontinued Classes

In the 8.0.0 release of Interactive Insights, some classes were renamed and some new classes and subclasses were created to provide better universe organization. As a result, the following classes, which were used in the 7.6 release(s), have been discontinued and are no longer described in this document:

- Interval
- Login Detail

- Reason
- Session Detail

The contents of the Login Detail class were merged into the State class. The contents of the Interval and Reason classes were merged into the Summarized State class.

General Notes About Classes

For a general discussion of classes and other universe elements, refer to the "Building Universes" chapter in the Business Objects *Universe Designer* guide.

Description of Form Labels

In the forms that follow, you can click the name of any member of the class to jump to other parts of this document that provide more detailed information about the member. Hidden classes members are neither listed nor described in this chapter.

Form Title Displays the name of the Interactive Insights class. Classes whose names appear in italic font are hidden in the universe. Where one exists, the left-aligned text displays the name of the parent class(es).

Dimension Member(s) Lists the dimensions that belong to the class.

Condition Member(s) Lists the conditions (filters) that belong to the class.

Measure Member(s) Lists the measures that belong to the class.

Used In Lists the Interactive Insights reports that use members of the class.

Detail Member(s) Lists the detail dimensions that belong to the class.

Introduced In Lists the release in which the class was first introduced.

Discontinued In Identifies the first, generally available release in which the class is no longer available.

Description Describes the common attributes that are shared by all class members.

Although Genesys' extended definition of a class restricts class membership to a common grouping of attributes, the Universe Designer application does not enforce this property; one could add measures and dimensions that have any definition to an Interactive Insights class.

GI2 Classes

[Queue\Q Customer & Consults]   Abandoned Waiting STI

DIMENSION MEMBER(S) None		CONDITION(S) None	USED IN Abandon Delay Report
MEASURE MEMBER(S)			
% Abandoned Waiting ST1	% Abandoned Waiting ST11	Abandoned Waiting ST1	Abandoned Waiting ST11
% Abandoned Waiting ST2	% Abandoned Waiting ST12	Abandoned Waiting ST2	Abandoned Waiting ST12
% Abandoned Waiting ST3	% Abandoned Waiting ST13	Abandoned Waiting ST3	Abandoned Waiting ST13
% Abandoned Waiting ST4	% Abandoned Waiting ST14	Abandoned Waiting ST4	Abandoned Waiting ST14
% Abandoned Waiting ST5	% Abandoned Waiting ST15	Abandoned Waiting ST5	Abandoned Waiting ST15
% Abandoned Waiting ST6	% Abandoned Waiting ST16	Abandoned Waiting ST6	Abandoned Waiting ST16
% Abandoned Waiting ST7	% Abandoned Waiting ST17	Abandoned Waiting ST7	Abandoned Waiting ST17
% Abandoned Waiting ST8	% Abandoned Waiting ST18	Abandoned Waiting ST8	Abandoned Waiting ST18
% Abandoned Waiting ST9	% Abandoned Waiting ST19	Abandoned Waiting ST9	Abandoned Waiting ST19
% Abandoned Waiting ST10	% Abandoned Waiting ST20	Abandoned Waiting ST10	Abandoned Waiting ST20

INTRODUCED IN 8.0.0	DESCRIPTION
	All members of this class enable the measurement of Info Mart data based on the time interval in which customers drop interactions as viewed from the perspective of the queue(s) through which the interactions pass. Counts and percentages are attributed to the reporting interval in which interactions entered the queue.
DISCONTINUED IN N/A	**Note:** Beginning with release 8.1.1: • The abandon thresholds that support the measures in this class are configured differently than they were configured in prior releases. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information. • This subclass no longer resides within the Q Customer class.

[Queue\Q Customer & Consults]   Accepted Agent STI

DIMENSION MEMBER(S) None		CONDITION(S) None	USED IN Speed of Accept (hours) Report Speed of Accept (seconds) Report
MEASURE MEMBER(S)			
% Accepted Agent ST1	% Accepted Agent ST11	Accepted Agent ST1	Accepted Agent ST11
% Accepted Agent ST2	% Accepted Agent ST12	Accepted Agent ST2	Accepted Agent ST12
% Accepted Agent ST3	% Accepted Agent ST13	Accepted Agent ST3	Accepted Agent ST13
% Accepted Agent ST4	% Accepted Agent ST14	Accepted Agent ST4	Accepted Agent ST14
% Accepted Agent ST5	% Accepted Agent ST15	Accepted Agent ST5	Accepted Agent ST15
% Accepted Agent ST6	% Accepted Agent ST16	Accepted Agent ST6	Accepted Agent ST16
% Accepted Agent ST7	% Accepted Agent ST17	Accepted Agent ST7	Accepted Agent ST17
% Accepted Agent ST8	% Accepted Agent ST18	Accepted Agent ST8	Accepted Agent ST18
% Accepted Agent ST9	% Accepted Agent ST19	Accepted Agent ST9	Accepted Agent ST19
% Accepted Agent ST10	% Accepted Agent ST20	Accepted Agent ST10	Accepted Agent ST20

INTRODUCED IN 8.0.0	DESCRIPTION
	All members of this class enable the measurement of Info Mart data based on the time interval in which agents accept or answer interactions that pass through the queue. Counts and percentages are attributed to the reporting interval in which interactions entered the queue.
DISCONTINUED IN N/A	**Note:** Beginning with release 8.1.1: • The speed-of-accept thresholds that support the measures in this class are configured differently than they were configured in prior releases. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information. • This subclass no longer resides within the Q Customer class.

[Agent]   Activity

DIMENSION MEMBER(S)			CONDITION(S)
Agent Group	Business Result	Queue	Agent
Agent Name	Customer Segment	Queue Type	Agent Group
• Employee ID	Interaction Subtype	Queue Group	Agent – Queue A Group
• First name	Interaction Type	Resource Group	Combination
• Last Name	Media Type	Resource Name	Agent – Queue Q
• User Name		• Resource Type	Group Combination
		Service Subtype	DateRange
		Service Type	Group Combination

MEASURE MEMBER(S)

			Interaction Type
% Transfer Initiated	Avg Influence Score	Hold	Media Type
% Transfer Received	Avg Revenue	Hold Time	PreSetAndDate
Accepted	Avg Satisfaction	*Influence Score*	PreSetAndDateRange
Abandoned Inviting	Avg Sentiment Score	Invite	Queue
Accepted	Avg Wrap Time	Invite Time	
Accepted Thread	Conference Initiated	Not Accepted	**USED IN**
Accepted Unique	Conference Received Accepted	Offered	Agent Conduct Report
Actionability	Consult Initiated	*Offered with Actionability*	Agent Group Business
Agent - Queue A Group	Consult Initiated Time	*Offered with Influence*	Result Report
Combination	Consult Received Accepted	Offered with Revenue	Agent Group Customer
Agent - Queue A Group	Consult Received Accepted	Offered with Satisfaction	Segment Report
Combination	Warm	*Offered with Sentiment*	Agent Group Interac-
Agent Disconnect First	Consult Received Hold	Rejected	tion Handling Report
Avg Actionability Score	Consult Received Time	Responded Unique	Agent Group Queue
Avg Consult Initiated Time	Consult Received Warm Hold	Responses	Business Attribute
Avg Consult Received Time	Consult Received Warm Time	Revenue	Report
Avg Consult Received Warm	Consult Received Warm Wrap	Satisfaction	Agent Group Service
Time	Consult Received Warm Wrap	*Sentiment Score*	Type Report
Avg Consult Received Warm	Time	Short	Agent Interaction Hier-
Wrap Time	Consult Received Wrap	*Start Date Time Key*	archy Report
Avg Consult Received Wrap	Consult Received Wrap Time	Thread Responded	Agent Queue Report
Time	Consult Responses	Transfer Initiated	Agent Social Engage-
Avg Engage Time	Engage Time	Transfer Received Accepted	ment Report
Avg Handle Time	*Group Combination*	Wrap	Agent Utilization Report
Avg Hold Time	Handle Time	Wrap Time	

INTRODUCED IN	DESCRIPTION
7.6.1	All members of this class enable the organization, measurement, and filtering of Info Mart data based on the interaction-related activities that are conducted by active agents at their DNs. Counts and duration measures are attributed to the reporting interval in which interactions are offered to the agent.
DISCONTINUED IN	
N/A	For the sentiment, influence, and actionability measures, refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for additional information.

[Agent\Activity]   Activity User Data Example

DIMENSION MEMBER(S)			CONDITION(S)
Category	*Dimension 3*	*Dimension 9*	Category
Classify Actionability Category	*Dimension 4*	*Dimension 10*	Classify Actionability Category
Classify Sentiment Category	*Dimension 5*	Influence Category	Classify Sentiment Category
Dimension 1	*Dimension 6*	*Screen Actionability Category*	Influence Category
Dimension 2	*Dimension 7*	*Screen Sentiment Category*	
	Dimension 8		

MEASURE MEMBER(S)	USED IN
None	Agent Interaction Hierarchy Report
	Agent Social Engagement Report

INTRODUCED IN	DESCRIPTION
8.1.1	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to "Using Attached Data" in the *Interactive Insights User's Guide* for information about how to use elements in this class.
DISCONTINUED IN	
N/A	

Agent

DIMENSION MEMBER(S)	CONDITION(S)
See description.	See description.

MEASURE MEMBER(S)	USED IN
See description.	See description.

INTRODUCED IN	DESCRIPTION
7.6.1	This is a container class for agent-related subclasses and their components. Refer to the descriptions of the following subclasses for more information:
DISCONTINUED IN	• Activity • State and Reason
N/A	

[Outbound Contact]   Agent Contact

DIMENSION MEMBER(S)			CONDITION(S)
Agent Group	Business Result	Interaction Type	Agent
Agent Name	Campaign	Media Type	Agent Group
• Employee ID	Campaign Group	Resource Name	Business Result
• First name	• Group Name	• Resource Type	Campaign
• Last Name	Customer Segment	Service Subtype	Campaign Group
• User Name	Interaction Subtype	Service Type	DateRange

MEASURE MEMBER(S)			Group Combination
Accepted	Consult Received Warm Wrap	Invite Time	Interaction Type
Avg Engage Time	Consult Received Warm Wrap	Offered	Media Type
Avg Handle Time	Time	Preview	PreSetAndDate
Avg Hold Time	Consult Received Wrap	Preview Time	PreSetAndDateRange
Avg Preview Time	Consult Received Wrap Time	Revenue	

			USED IN
Avg Wrap Time	Engage Time	Satisfaction	Agent Outbound
Consult Received Accepted	*Group Combination*	Short	Campaign Report
Consult Received Hold	Handle Time	*Start Date Time Key*	
Consult Received Time	Hold	Transfer Initiated	
Consult Received Warm Hold	Hold Time	Wrap	
Consult Received Warm Time	Invite	Wrap Time	

INTRODUCED IN	DESCRIPTION
8.0.1	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the campaigns with which interactions are associated. Counts and duration measures are attributed to the reporting interval in which contact attempts began within the contact center.
DISCONTINUED IN	
N/A	

[Detail]   Agent Detail

DIMENSION MEMBER(S)		MEASURE MEMBER(S)	USED IN
Agent Name	Agent Group	None	Agent Details Activity Report
• Employee ID	Media Type		Agent Login-Logout Details
• First name		**CONDITION(S)**	Report
• Last Name		Media Type	Agent State Details Report
• User Name			

INTRODUCED IN	DESCRIPTION
8.0.0	This is a container class for agent state, interaction-level, and session details as they pertain to agents. The following subclasses and their components are stored in this class. Refer to the descriptions of the following subclasses for more information:
DISCONTINUED IN	• Ixn State
N/A	• Session
	• State

[Business Attribute]   BA Consults

DIMENSION MEMBER(S)			CONDITION(S)
None			None

MEASURE MEMBER(S)			USED IN
Avg Consult Received Time	Consult Received Hold Time	Consult Received Warm Hold Time	None
Consult Received Accepted	Consult Received Invite	Consult Received Warm Time	
Consult Received Accepted Warm	Consult Received Invite Time	Consult Received Warm Wrap	
Consult Received Engage Time	Consult Received Invite Warm	Consult Received Warm Wrap Time	
Consult Received Engage Warm Time	Consult Received Invite Warm Time	Consult Received Wrap	
Consult Received Hold	Consult Received Time	Consult Received Wrap Time	
	Consult Received Warm Hold	Consult Responses	

INTRODUCED IN	DESCRIPTION
8.1.0	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the business attributes that are associated with consult interactions. Counts and duration measures are attributed to the reporting interval in which consult interactions began within the contact center.
DISCONTINUED IN	
N/A	

[Business Attribute]   BA Customer

DIMENSION MEMBER(S)			CONDITION(S)
None			None

MEASURE MEMBER(S)			USED IN
% Abandoned Inviting	Avg Finish No Response Time	Hold Time	Business Metrics Executive Report
% Abandoned Inviting 80	Avg Finish Response Time	*Influence Score*	
% Abandoned Waiting	Avg Finish Time	Invite	Customer Perspective Report
% Accept Service Level	Avg First Response Time	Invite Time	
% Accepted	Avg Handle Time	Max Abandoned Waiting Time	Interaction Volume Business Result Report
% Accepted 80	Avg Hold Time	Max Accept Time Agent	
% Accepted Agent	Avg Influence Score	Max Standard Abandoned Waiting Time	Interaction Volume Customer Segment Report
% Accepted Agent 80	Avg Invite Time		
% Finished Service Level	Avg Revenue	Max Standard Abandoned Waiting Time 80	Interaction Volume Service Subtype Report
% First Response Time Service Level	Avg Satisfaction	Offered	
	Avg Sentiment Score	Offered 80	Interaction Volume Service Type Report
% Short Abandoned Waiting	Avg Wrap Time	Responded	
% Short Abandoned Waiting 80	Conference Initiated Agent	Response Ratio	Interaction Volume Service Type Trend Report
	Engage Time	Responses	
% Transfer Initiated Agent	Entered	Revenue	Interaction Volume Summary Report
Abandoned Inviting	Entered Thread	Satisfaction	
Abandoned Waiting	*Entered with Actionability*	*Sentiment Factor*	Social Engagement Report
Abandoned Waiting Time	*Entered with Influence*	*Sentiment Score*	
Accept Time	Entered with Objective	Short Abandoned Waiting	
Accept Time Agent	Entered with Revenue	Short Abandoned Waiting 80	
Accepted	Entered with Satisfaction	Standard Abandoned Waiting	
Accepted Agent	*Entered with Sentiment*	Standard Abandoned Waiting 80	
Accepted in Threshold	Finish No Response Time	Standard Abandoned Waiting Time	
Accepted Others	Finish Response Time		
Accepted Thread	Finish Time	Standard Abandoned Waiting Time 80	
Actionability Score	Finished		
ASA	Finished in Threshold	*Start Date Time Key*	
Avg Abandoned Waiting Time	Finished No Response	Transfer Initiated Agent	
	Finished Response	Wrap	
Avg Accept Time	First Response in Threshold	Wrap Time	
Avg Accept Time Agent	First Response Time		
Avg Actionability Score	Handle Time		
Avg Engage Time	Hold		

INTRODUCED IN	DESCRIPTION
8.1.0	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the business attributes that are associated with customer interactions. Counts and duration measures are attributed to the reporting interval in which customer interactions entered or began within the contact center.
DISCONTINUED IN	
N/A	For the sentiment, influence, and actionability measures, refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for additional information.
	Note: Beginning with release 8.1.1, the thresholds that support some of the measures in this class are configured differently than they were configured in prior releases. The "_80" measures, such as % Accepted 80, preserve previous threshold settings. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information about thresholds.

[Business Attribute]

BA User Data Example

DIMENSION MEMBER(S)			CONDITION(S)
Category	*Dimension 4*	*Dimension 10*	Category
Classify Actionability Category	*Dimension 5*	Influence Category	Classify Actionability Category
Classify Sentiment Category	*Dimension 6*	*Screen Actionability Category*	Classify Sentiment Category
Dimension 1	*Dimension 7*	*Screen Sentiment Category*	Influence Category
Dimension 2	*Dimension 8*		
Dimension 3	*Dimension 9*		

MEASURE MEMBER(S)		USED IN
None		Social Engagement Report

INTRODUCED IN	DESCRIPTION
8.1.1	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to "Using Attached Data" in the *Interactive Insights User's Guide* for information about how to use elements in this class.
DISCONTINUED IN	
N/A	

Business Attribute

DIMENSION MEMBER(S)	MEASURE MEMBER(S)	USED IN	
Business Result	None	Business Metrics Executive Report	Interaction Volume Service Subtype Report
Customer Segment	**CONDITION(S)**	Customer Perspective Report	Interaction Volume Service Type Report
Interaction Subtype	Business Result	Interaction Handling Attempt Report	Interaction Volume Service Type Trend Report
Interaction Type	Customer Segment	Interaction Volume Business Result Report	Interaction Volume Summary Report
Media Type	DateRange	Interaction Volume Customer Segment Report	Social Engagement Report
Service Subtype	Interaction Type		
Service Type	Media Type		
	PreSetAndDateRange		
	Service Subtype		
	Service Type		

INTRODUCED IN	DESCRIPTION
7.6.1	This is a container class for business attribute-related subclasses and their components. Refer to the descriptions of the following subclasses for more information:
DISCONTINUED IN	• BA Consults
N/A	• BA Customer

[Outbound Contact]   Contact Attempt

DIMENSION MEMBER(S)			CONDITION(S)
Campaign	Business Result	Media Type	Business Result
Campaign Group	Contact List	Service Subtype	Campaign
• Group Name	Customer Segment	Service Type	Contact List
MEASURE MEMBER(S)			DateRange
Abandoned Waiting	CPD	Personal Callbacks Missed	Media Type
Accepted	CPD Dial	Personal Callbacks Scheduled	PreSetAndDate
All SIT	CPD Dial Time	Port Unavailable	PreSetAndDateRange
Answering Machine	CPD Time	SIT Detected	**USED IN**
Detected	CPD Transfer	SIT Invalid Number	Campaign Callbacks
Attempts	CPD Transfer Time	SIT No Circuit	Summary Report
Avg CPD Dial Time	Dial Dropped	SIT Operator Intercept	Campaign Summary
Avg CPD Time	Dial Made	SIT Ratio	Report
Avg CPD Transfer Time	Do Not Call	SIT Reorder	Contact List
Busy	Fax Modem Detected	SIT Unknown	Effectiveness
Callbacks Completed	No Signal	SIT Vacant	
Callbacks Missed	Not Accepted	*Start Date Time Key*	
Callbacks Scheduled	Overdial		
Canceled	Personal Callbacks Completed		

INTRODUCED IN	DESCRIPTION
8.0.1	All members of this class enable the organization, measurement, and filtering of Info Mart
DISCONTINUED IN	data, based on the contact attempts that are generated by Outbound Contact Server. Counts
N/A	and duration measures are attributed to the reporting interval in which contact attempts began
	within the contact center.

Detail

DIMENSION MEMBER(S)	CONDITION(S)
See description.	See description
MEASURE MEMBER(S)	**USED IN**
See description.	See description.

INTRODUCED IN	DESCRIPTION
7.6.2	This is a container class for low-level interaction and agent details. Refer to the descriptions of the following subclasses for more information:
DISCONTINUED IN	
N/A	• `Agent Detail`
	• `Flow`
	• `Handling Attempt`
	• `Transfer`

[Detail] Flow

DIMENSION MEMBER(S)			CONDITION(S)
Active Agent/Queue Order Connection ID • From • To • GUID • Root ID Customer ID	Interaction ID • End Timestamp • Media Type • Start Time • Start Timestamp Interaction Subtype Interaction Type Segment ID	Source • Source Type Target • Target Type Technical Result • Technical Result Reason • Technical Result Resource Role • Technical Result Role Reason	Customer ID
MEASURE MEMBER(S) Duration			**USED IN** Interaction Flow Report

INTRODUCED IN 7.6.2	DESCRIPTION All members of this class enable the organization, measurement, and filtering of Info Mart data based on interaction-flow details of interactions that are stored mostly in the `INTERACTION_FACT`, `INTERACTION_RESOURCE_FACT`, and `MEDIATION_SEGMENT_FACT` Info Mart tables.
DISCONTINUED IN N/A	

[Detail] *Flow User Data Example*

DIMENSION MEMBER(S) None			CONDITION(S) None
MEASURE MEMBER(S) *Detail 1* *Detail 2* *Detail 3* *Detail 4* *Detail 5* *Detail 6*	*Detail 7* *Detail 8* *Detail 9* *Detail 10* *Detail 11* *Detail 12*	*Detail 13* *Detail 14* *Detail 15* *Detail 16*	**USED IN** None

INTRODUCED IN 8.1.1	DESCRIPTION All members of this hidden class enable the measurement of Info Mart data based on custom userdata attributes.
DISCONTINUED IN N/A	

[Time] Forecast

DIMENSION MEMBER(S)			CONDITION(S)
30 minutes Day Hour	Is Current Data Is Forecast Data Month	Quarter Week Year	Forecast DateRange
MEASURE MEMBER(S) None			**USED IN** Interaction Volume Service Type Trend Report

INTRODUCED IN 8.1.0	DESCRIPTION All members of this class enable the organization and filtering of Info Mart data, based on a range of time.
DISCONTINUED IN N/A	

[Detail]   Handling Attempt

DIMENSION MEMBER(S)			CONDITION(S)
Active	Interaction ID (continued)	Resource State	Agent (Target)
Case ID	• Handling Attempt Start	State Type	Agent Group Combination
Connection ID	• Interaction Handling Attempt ID		(Target)
• From	• Media Type	Routing Target	Customer ID
• GUID	• Skill Combination Requested	Routing Target Selected	From
• Root ID	• Start Timestamp	Routing Target Type	Interaction ID
• To	• Stop Action		Interaction Type
		Source	Media Type
Customer ID	Interaction Subtype	• Source Type	PreSetAndDayAndTime-
	Interaction Type		Range
Handling Resource		Strategy Name	Queue
• Handling Resource Type	Last IVR	• Strategy Type	To
	Last Queue		
Interaction ID	• Last Queue Type	Technical Result	USED IN
• Duration		• Technical Result Reason	Interaction Handling
• End Timestamp	Last VQueue	• Technical Result	Attempt Report
• Handling Attempt End	• Last VQueue Type	Resource Role	
		• Technical Result Role	
		Reason	

MEASURE MEMBER(S)			
Conference Initiated Time	Customer Hold Time	Routing Point Time	
Conference Received Time	Customer Wrap Time	Satisfaction	
Customer Alert Time	*Group Combination*	*Start Date Time Key*	
Customer Dial Time	Queue Time	Total Duration	
Customer Engage Time	Response Time		
Customer Handle Time	Revenue		

INTRODUCED IN	DESCRIPTION
7.6.2	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the details of interactions that are stored mostly in the `INTERACTION_RESOURCE_FACT` Info Mart table.
DISCONTINUED IN	
N/A	

[Detail]   *Handling User Data Example*

DIMENSION MEMBER(S)			CONDITION(S)
None			None

MEASURE MEMBER(S)			USED IN
Detail 1	*Detail 7*	*Detail 13*	None
Detail 2	*Detail 8*	*Detail 14*	
Detail 3	*Detail 9*	*Detail 15*	
Detail 4	*Detail 10*	*Detail 16*	
Detail 5	*Detail 11*		
Detail 6	*Detail 12*		

INTRODUCED IN	DESCRIPTION
8.1.1	All members of this hidden class enable the measurement of Info Mart data based on custom userdata attributes.
DISCONTINUED IN	
N/A	

[Agent\State and Reason]   Interaction State

DIMENSION MEMBER(S)			CONDITION(S)
Interaction Subtype	Interaction Type		Group Combination

MEASURE MEMBER(S)			USED IN
% Consult Received Time	Consult Received Time	Not Ready In	Agent Interval Based
% Engage Time	Consult Received Wrap Time	Not Ready In Time	Report
% Hold Time	Engage Time	Not Ready Out	Agent Not Ready
% Invite Time	*Group Combination*	Not Ready Out Time	Report
% Ixn Wrap Time	Hold	Offered	Agent Summary Activity
% Not Ready In Time	Hold Time	Wrap In	Report
% Not Ready Out Time	Invite Time	Wrap In Time	Agent Wrap Report
% Wrap In Time	Ixn Busy Time	Wrap Out	
% Wrap Out Time	Ixn Wrap	Wrap Out Time	
Accepted	Ixn Wrap Time		
Consult Received Accepted	Not Accepted		

INTRODUCED IN	DESCRIPTION
7.6.1	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the specific interval in which interactions occur at agent DNs. Measures are attributed to each reporting interval in which agents handle the interactions and durations are clipped at interval boundaries. Unlike Ixn State, all measures in the class reflect data that is aggregated over a reporting interval.
DISCONTINUED IN	
N/A	

[Detail\Agent Detail]   Ixn State

DIMENSION MEMBER(S)			CONDITION(S)
Additional Info	Interaction Type	Start Timestamp	Interaction Type
End Timestamp	Source Code	State	Ixn State PreSetAndDayAnd-TimeRange

MEASURE MEMBER(S)			USED IN
Duration	*Start Date Time Key*		Agent Details Activity Report

INTRODUCED IN	DESCRIPTION
8.0.0	All members of this class enable the organization, measurement, and filtering of Info Mart data, based on the state of one leg of an interaction that is being processed by an agent. Unlike Interaction State, all measures in the class reflect detailed data.
DISCONTINUED IN	
N/A	

Outbound Contact

DIMENSION MEMBER(S)	CONDITION(S)
See description.	See description.

MEASURE MEMBER(S)	USED IN
See description.	See description.

INTRODUCED IN	DESCRIPTION
8.0.1	This is a container class for subclasses and their components, as the relate to Genesys Outbound Contact Server transactions. Refer to the descriptions of the following subclasses for more information:
DISCONTINUED IN	• Agent Contact
N/A	• Contact Attempt

[Queue]   Q Consults

DIMENSION MEMBER(S)	CONDITION(S)	USED IN
None	None	Queue Outline Report Queue Summary Report

MEASURE MEMBER(S)			
Avg Consult Received Time	Consult Cleared	Consult Received Invite Warm Time	Consult Standard Abandoned Waiting
Consult Abandoned Inviting	Consult Distribute Time	Consult Received Time	Consult Standard Abandoned Waiting 80
Consult Abandoned Waiting	Consult Distributed	Consult Received Warm Hold	Consult Standard Abandoned Waiting Time
Consult Abandoned Waiting Time	Consult Entered	Consult Received Warm Hold Time	Consult Standard Abandoned Waiting Time 80
Consult Accept Time	Consult Not Accepted	Consult Received Warm Time	Consult Stuck
Consult Accept Time Agent	Consult Offered	Consult Received Warm Wrap	Consult Transfer Initiated Agent
Consult Accepted	Consult Offered 80	Consult Received Warm Wrap Time	Max Consult Abandoned Waiting Time
Consult Accepted Agent in Threshold	Consult Received Accepted	Consult Received Wrap	Max Consult Accept Time
Consult Accepted Agent in Threshold 80	Consult Received Accepted Warm	Consult Received Wrap Time	Max Consult Clear Time
Consult Accepted in Threshold	Consult Received Accepted Warm Time	Consult Redirected	Max Consult Distribute Time
Consult Accepted in Threshold 80	Consult Received Engage Time	Consult Routed Other	
Consult Accepted Others	Consult Received Engage Warm Time	Consult Short Abandoned Waiting	
Consult Clear Time	Consult Received Hold	Consult Short Abandoned Waiting 80	
	Consult Received Hold Time		
	Consult Received Invite		
	Consult Received Invite Time		
	Consult Received Invite Warm		

INTRODUCED IN	DESCRIPTION
8.1.0	All members of this class enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which consult interactions pass. Counts and duration measures are attributed to the reporting interval in which interactions entered the queue—even for agent-related measures.
DISCONTINUED IN N/A	**Note:** Beginning with release 8.1.1, the thresholds that support some of the measures in this class are configured differently than they were configured in prior releases. The "_80" measures, such as Consult Offered 80, preserve previous threshold settings. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information about thresholds.

[Queue]   Q Customer

DIMENSION MEMBER(S)			CONDITION(S)
None			None

MEASURE MEMBER(S)			USED IN
% Abandoned Inviting	Avg Abandoned Waiting	Max Accept Time	Interaction Traffic Group
% Abandoned Inviting 80	Time	Max Clear Time	Report
% Abandoned Waiting	Avg Accept Time	Max Distribute Time	
% Accept Service Level	Avg Accept Time Agent	Max Standard Abandoned	Interaction Traffic
% Accept Service Level 80	Avg Clear Time	Waiting Time	Report
% Accepted	Avg Distribute Time	Max Standard Abandoned	
% Accepted 80	Avg Engage Time	Waiting Time 80	Queue Outline Report
% Accepted Agent	Avg Handle Time	Not Accepted	
% Accepted Agent 80	Avg Hold Time	Offered	Queue Summary
% Distributed	Avg Invite Time	Offered 80	Report
% Distributed 80	Avg Wrap Time	Redirected	
% Short Abandoned Waiting	Clear Time	Routed Other	
% Short Abandoned Waiting 80	Cleared	Short Abandoned Waiting	
% Transfer Initiated Agent	Conference Initiated Agent	Short Abandoned Waiting 80	
Abandoned Inviting	Distribute Time	Standard Abandoned Waiting	
Abandoned Waiting	Distributed	Standard Abandoned	
Abandoned Waiting Time	Engage Time	Waiting 80	
Accept Time	Entered	Standard Abandoned Waiting	
Accept Time Agent	*Group Combination*	Time	
Accepted	*Group Combination Abn*	Standard Abandoned Waiting	
Accepted Agent	*Group Combination Ans*	Time 80	
Accepted Agent in Threshold	Handle Time	*Start Date Time Key*	
Accepted Agent in Threshold 80	Hold	*Start Date Time Key Abn*	
Accepted in Threshold	Hold Time	*Start Date Time Key Ans*	
Accepted in Threshold 80	Invite	Stuck	
Accepted Others	Invite Time	Transfer Initiated Agent	
ASA	Max Abandoned Waiting	Wrap	
	Time	Wrap Time	

INTRODUCED IN	DESCRIPTION
8.1.0	All members of this class enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which customer interactions pass. Counts and duration measures are attributed to the reporting interval in which interactions entered the queue—even for agent-related measures.
DISCONTINUED IN	**Note:** Beginning with release 8.1.1, the thresholds that support some of the measures in this class are configured differently than they were configured in prior releases. The "_80" measures, such as Offered 80, preserve previous threshold settings. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information about thresholds.
N/A	

[Queue]   Q Customer & Consults

DIMENSION MEMBER(S)			CONDITION(S)
None			None

MEASURE MEMBER(S)			USED IN
Abandoned Inviting	Distribute Time	Redirected	Queue Outline Report
Abandoned Waiting	Distributed	Routed Other	
Abandoned Waiting Time	Engage Time	Short Abandoned Waiting	
Accept Time	Entered	Short Abandoned Waiting 80	
Accept Time Agent	Hold	Standard Abandoned Waiting	
Accepted	Hold Time	Standard Abandoned	
Accepted Agent	Invite	Waiting 80	
Accepted Agent in Threshold	Invite Time	Standard Abandoned Waiting	
Accepted Agent in Threshold 80	Max Standard Aban- doned Waiting Time	Time	
Accepted in Threshold	Max Standard Aban- doned Waiting Time 80	Standard Abandoned Waiting Time 80	
Accepted in Threshold 80	Not Accepted	Stuck	
Accepted Others	Offered	Transfer Initiated Agent	
Clear Time	Offered 80	Wrap	
Cleared		Wrap Time	

INTRODUCED IN	DESCRIPTION
8.1.0	All members of this class enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which both customer and consult interactions pass. Counts and duration measures are attributed to the reporting interval in which interactions entered the queue—even for agent-related measures.
DISCONTINUED IN	**Notes:** Beginning with release 8.1.1, the following apply:
N/A	• This class also serves as a container for STI subclasses and their measures. Refer to Abandoned Waiting STI and Accepted Agent STI for more information.
	• The thresholds that support some of the measures in this class are configured differently than they were configured in prior releases. The "_80" measures, such as Offered 80, preserve previous threshold settings. Refer to the latest *Reporting Analytics and Aggregates 8.1 Deployment Guide* for more information about thresholds.

Queue

DIMENSION MEMBER(S)	CONDITION(S)		MEASURE MEMBER(S)
Business Result	Group Combination	Media Type	None (see notes)
Customer Segment	Group Combination	PreSetAndDateRange	
Interaction Subtype	ABN	PreSetAndDateRange Abn	**USED IN**
Interaction Type	Group Combination	PreSetAndDateRange Ans	Abandon Delay Report
Media Type	ANS	Queue	Interaction Traffic Group Report
Queue	Interaction Type	Queue Group	Interaction Traffic Report
• Queue Type			Queue Outline Report
Queue Group			Queue Summary Report
Service Subtype			Speed of Accept (hours) Report
Service Type			Speed of Accept (seconds) Report
Workbin Owner			
Workbin Type			

INTRODUCED IN			
7.6.0			

DISCONTINUED IN	DESCRIPTION
N/A	This is a container class for queue-related subclasses and their components. Refer to the descriptions of the following subclasses for more information:
	• Q Consults
	• Q Customer
	• Q Customer & Consults
	• Queue User Data Example
	Notes:
	Several measures that were previously available in this class during the 7.6.0 release were consolidated in the 7.6.1 release.
	In the 8.1 release, all measures and dimensions were moved to the aforementioned subclasses. The STI subclasses were moved to the Customer subclass.

[Queue]   Queue User Data Example

DIMENSION MEMBER(S)			CONDITION(S)
Dimension 1	*Dimension 5*	*Dimension 9*	
Dimension 2	*Dimension 6*	*Dimension 10*	
Dimension 3	*Dimension 7*		
Dimension 4	*Dimension 8*		

MEASURE MEMBER(S)	USED IN
None	

INTRODUCED IN	DESCRIPTION
8.1.4	All members of this class enable the organization and filtering of Info Mart data based on user data dimensions. Refer to "Using Attached Data" in the *Interactive Insights User's Guide* for information about how to use elements in this class.
DISCONTINUED IN	
N/A	

Service Objects

DIMENSION MEMBER(S)			CONDITION(S)
ALL	*Date Time Day Key*	*Queue Group Combination Key*	Agent (single)
Agent Cascade	*Date Time Key*		Agent Cascade
Agent Group Combina-tion Key	Empty Hint	State Reason Hint	Interaction Type Outbound
	Flow Hint	Tenant Name	Media Type Email
Agent Name	Handling Attempt Hint	*TimeRangeEndKey*	Media Type Voice
• Employee ID	*Hour Num in Day*	TimeRangeKey	Queue Cascade
• First Name	*Pre-Set Date Filter*	*TimeRangeStartKey*	Tenant
• Last Name	*Pre-Set Day Filter*	Transfer Hint	
• User Name	*Queue Cascade*		

MEASURE MEMBER(S)			USED IN
Bound 1	Bound 9	Bound 17	All reports use one or more dimensions and conditions from this class; the measures are used exclusively by the `Abandon Delay` and the `Speed of Accept` reports.
Bound 2	Bound 10	Bound 18	
Bound 3	Bound 11	Bound 19	
Bound 4	Bound 12	*Max Date*	
Bound 5	Bound 13	*Min Date Time Day Key*	
Bound 6	Bound 14	*Min Date Time Key*	
Bound 7	Bound 15	*Min Date Time Day Key*	
Bound 8	Bound 16		

INTRODUCED IN	DESCRIPTION
7.6.0	All members of this class enable the gathering of Info Mart database parameters for the purpose of servicing Interactive Insights reports.
DISCONTINUED IN	
N/A	**Note:** Prior to the 7.6.2 release, this class was named `Universe service class`.

[Detail\Agent Detail]   Session

DIMENSION MEMBER(S)		CONDITION(S)	USED IN
Active	Session Key	Group Combination Detail Session	Agent Details Activity Report
End Timestamp	Start Timestamp	Session PreSetAndDate	Agent Login-Logout Details Report

MEASURE MEMBER(S)			
Active Time	*Group Combination Detail Session*	*Start Date Time Key*	

INTRODUCED IN	DESCRIPTION
8.0.0	All members of this class enable the organization, measurement, and filtering of Info Mart data based on one agent's login session.
DISCONTINUED IN	
N/A	

[Detail\Agent Detail] State

DIMENSION MEMBER(S)			CONDITION(S)
Active Reason	Reason Code	Source Code	Agent State PreSetAndDayAndTimeRange
Active State	• Reason Key	Start Timestamp	
End Timestamp	• Reason Type Code	State	Agent State PreSetAndDate
Interaction Type	• Reason Value	• State Type Code	Agent State Reason Pre-SetAndDate
Reason Timestamp			
MEASURE MEMBER(S)			Agent State Reason Pre-SetAndDayAndTimeRange
Duration	*Reason Start Date Time Key*	*Start Date Time Key*	Group Combination Detail State
Group Combination Detail State	Reason Time		
			USED IN
			Agent Details Activity Report
			Agent State Details Report

INTRODUCED IN	DESCRIPTION
8.0.0	All members of this class enable the organization, measurement, and filtering of Info Mart data based on an agent's state.
DISCONTINUED IN	
N/A	

[Agent] State and Reason

DIMENSION MEMBER(S)			CONDITION(S)
Agent Group	Agent Name	Reason Code	Not Ready State Type Code
Media Type	• Employee ID	• Reason Key	Reason Code Type
	• First name	• Reason Type Code	
State Name	• Last Name	• Reason Value	
• State Type Code	• User Name		
MEASURE MEMBER(S)			**USED IN**
None			Agent Interval Based Report
			Agent Not Ready Reason Code Report
			Agent Not Ready Report
			Agent Summary Activity Report
			Agent Utilization Report

INTRODUCED IN	DESCRIPTION
8.0	This is a container class for the summarized states of resources and resource sessions. Refer to the descriptions of the following subclasses for more information.
DISCONTINUED IN	
N/A	• `Interaction State` • `Summarized State`

[Agent\State and Reason]   Summarized State

DIMENSION MEMBER(S)			CONDITION(S)
None			Group Combination Rsn

MEASURE MEMBER(S)			Group Combination Sess
% Busy Time	Busy	Ready	PreSetAndDate
% Not Ready Reason Time	Busy Time	Ready Time	PreSetAndDateRange
% Not Ready Time	*Group Combination Rsn*	*Start Date Time Key*	
% Occupancy	*Group Combination Sess*	Unknown State Time	**USED IN**
% Ready Time	Not Ready	Wrap	Agent Interval Based Report
% Unknown State Time	Not Ready Reason Count	Wrap Time	Agent Not Ready Reason Code Report
% Wrap Time	Not Ready Reason Time		Agent Not Ready Report
Active Time	Not Ready Time		Agent Summary Activity Report
			Agent Wrap Report

INTRODUCED IN	DESCRIPTION
7.6.1	All members of this class enable the measurement and filtering of Info Mart data that is related to the status of DNs that are associated with active agents. Measures are attributed to each reporting interval in which agents handle the calls, and durations are clipped at interval boundaries.
DISCONTINUED IN	
N/A	**Note:** In the 7.6.1 an d 7.6.2 releases, this class was named `State`.

Time

DIMENSION MEMBER(S)		CONDITION(S)	
30 minutes	Month	Date	Months For LastYear
Date	Month Year Ago	DateRange	PreSetAndDate
Date Range	Month Year Next	DateRange PrevYear	PreSetAndDateRange
Day	Quarter	Day Condition	Quarter Condition
Day Date Range	Start Range	Hour Condition	Subhour Condition
End Range	Week	Hours	Week Condition
Hour	Year	Month Condition	Year Condition

MEASURE MEMBER(S)	USED IN
None	All reports

INTRODUCED IN	
7.6.0	

DISCONTINUED IN	DESCRIPTION
N/A	All members of this class enable the organization and filtering of Info Mart data based on a range of time. (Refer to Figure 5 on page 90 and Figure 8 on page 129 for screen shots of dimensions in the `Time` class within the `Class and Objects` pane of the Designer interface.)

[Detail]   Transfer

DIMENSION MEMBER(S)			CONDITION(S)

Interaction ID
• Duration
• End Timestamp
• From
• GUID
• Handling Attempt End
• Handling Attempt Start
• Handling Attempt Target Start
• Interaction Handling Attempt ID
• Media Type
• Start Time
• Start Timestamp
• To
Interaction Subtype
Interaction Type
	Source
	• Source Type
	
	Source Business Result
	Source Customer Segment
	Source Last Queue
	• Source Last Queue Type
	
	Source Service Subtype
	Source Service Type
	Source Technical Result
	• Technical Result Reason
	• Technical Result Resource Role
	• Technical Result Role Reason
		Target
		• Target Type
		
		Target Business Result
		Target Customer Segment
		Target Last Queue
		• Target Last Queue Type
		
		Target Service Subtype
		Target Service Type
		Target Technical Result
		• Target Technical Result Reason
		• Target Technical Result Resource Role
		• Target Technical Result Role Reason
			From
			Interaction ID
			Interaction Type
			Media Type
			PreSetAndDayAndTime-
			  Range
			Source Handling Resource
			  Name
			Source Handling Resource
			  Type
			Target Handling Resource
			  Name
			Target Handling Resource
			  Type
			To

MEASURE MEMBER(S)			USED IN

Source Customer Engage
  Time
Source Customer Hold Time
	Source Customer Wrap Time
	Source Queue Time
	Start Date Time Key
	Target Customer Engage Time
		Target Customer Hold Time
		Target Customer Wrap
		  Time
		Target Queue Time
			Transfer Detail Report

INTRODUCED IN 8.1.1	DESCRIPTION All members of this class enable the organization, measurement, and filtering of transferred and conference interactions.		
DISCONTINUED IN N/A			

3

Interactive Insights Dimensions

Dimensions describe how data is divided up; they are used to organize reporting and analysis. A *dimension* is a data category that is regarded as a fundamental measure of a quantity, such as the number of calls that were answered *within a particular month*. A *measure* is what you add up, such as *the number of calls that were answered*. In the Interactive Insights universe, dimensions include contact center resources, agent states/ reason codes, timestamps, media types, business attributes, tenants, interaction attributes, and units of time.

Within the Business Objects Enterprise realm, a `dimension` object appears in the Universe Designer interface as a greyish-blue parallelogram ( ) in the `Classes and Objects` panel.

Detail dimensions are a particular type of dimension, that provides more descriptive data about dimensions. A detail is always associated with a particular dimension. In Business Objects Enterprise, a detail is represented by a three-dimensional bluish-green diamond ( ).

This chapter describes the elements by which the Genesys Interactive Insights reports are dimensioned—for example, by time, contact center resource, or business attribute. It contains the following sections:

Note: Please pay close attention to the context in which the term *detail* is used throughout this documentation set—it is used in four different ways:

- Business Objects detail dimensions, as previously explained.
- *Detail measures*—such as the `Active Time` measure in the `Session` class—provide the lowest level of information.

- The *detail measure classification* distinguishes a measure's type from other measure types, such as disposition and interval. These classifications are used in Chapter 6, "Interactive Insights Measures," and described beginning on .
- The `Detail` class—the container class in Designer for low-level interaction and agent details (see).

List of Dimensions, by Class

This section lists all dimensions that are provided within the Interactive Insights universe for Genesys Info Mart.

Listing of GI2 Dimensions

Interactive Insights uses the following dimensions, grouped by the classes to which they belong. The dimensions that are italicized are hidden in the universe:

Activity
Agent Group
Agent Name
Business Result
Customer Segment
Interaction Subtype
Interaction Type
Media Type
Queue
Queue Group
Resource Group
Resource Name
Service Subtype
Service Type

Activity User Data Example
Category
Classify Actionability Category
Classify Sentiment Category
Dimension 1
Dimension 2
Dimension 3
Dimension 4
Dimension 5
Dimension 6
Dimension 7
Dimension 8
Dimension 9
Dimension 10
Influence Category
Screen Actionability Category
Screen Sentiment Category

Agent Contact
Agent Group
Agent Name
Business Result
Campaign
Campaign Group
Customer Segment
Interaction Subtype
Interaction Type
Media Type
Service Subtype
Service Type

Agent Detail
Agent Group
Agent Name
Media Type

BA User Data Example
Category
Classify Actionability Category
Classify Sentiment Category
Dimension 1
Dimension 2
Dimension 3
Dimension 4
Dimension 5
Dimension 6
Dimension 7
Dimension 8
Dimension 9

BA User Data Example
(continued)
Dimension 10
Influence Category
Screen Actionability Category
Screen Sentiment Category

Business Attribute
Business Result
Customer Segment
Interaction Subtype
Interaction Type
Media Type
Service Subtype
Service Type

Contact Attempt
Business Result
Campaign
Business Result
Campaign
Campaign Group
Contact List
Customer Segment
Media Type
Service Subtype
Service Type

Flow
Active
Agent/Queue Order
Connection ID
Customer ID
Interaction ID
Interaction Subtype
Interaction Type
Segment ID
Source
Target
Technical Result

Forecast
30 minutes
Day
Hour
Is Current Data
Month
Quarter
Week
Year

Handling Attempt
Active
Case ID
Connection ID
Customer ID
Handling Resource
Interaction ID
Interaction Subtype
Interaction Type

Handling Attempt
(continued)
Last IVR
Last Queue
Resource State
Routing Target
Routing Target Selected
Routing Target Type
Source
Strategy Name
Technical Result
Last VQueue

Interaction State
Interaction Subtype
Interaction Type

Ixn State
Additional Info
End Timestamp
Interaction Type
Source Code
Start Timestamp
State

Queue
Business Result
Customer Segment
Interaction Subtype
Interaction Type
Media Type
Queue
Queue Group
Service Subtype
Service Type
Workbin Owner
Workbin Type

Service Objects
ALL
Agent Cascade
Agent Group Combination Key
Agent Name
Date Time Day Key
Date Time Key
Empty Hint
Flow Hint
Handling Attempt Hint
Hour Num in Day
Pre-Set Date Filter
Pre-Set Day Filter
Queue Cascade
Queue Group Combination Key
State Reason Hint
Tenant Name
TimeRangeEndKey
TimeRangeKey
TimeRangeStartKey
Transfer Hint

Session
Active
End Timestamp
Session Key
Start Timestamp

State
Active Reason
Active State
End Timestamp
Interaction Type

State (continued)
Reason Code
Reason Timestamp
Source Code
Start Timestamp
State

State and Reason
Agent Group
Agent Name
Media Type
Reason Code
State Name

Time
30 minutes
Day
Day Date Range
End Range
Hour
Month
Month Year Ago
Month Year Next
Quarter
Start Range
Week
Year

Transfer
Interaction ID
Interaction Subtype
Interaction Type
Source
Source Business Result
Source Customer Segment
Source Last Queue
Source Service Subtype
Source Service Type
Source Technical Result
Target
Target Business Result
Target Customer Segment
Target Last Queue
Target Service Subtype
Target Service Type
Target Technical Result

The `Login Timestamp`, `User Data Detail 1`, and `User Data Dim 1` dimensions that were introduced in the 7.6 release were discontinued in the 8.0 release and no longer appear in this document.

General Notes About Dimensions

Many dimensions in the listings above are repeated, because they exist under more than one class. With the exception of a few, however, the definitions of repeated dimensions are identical so their descriptions are provided only once in this chapter.

The full name of a dimension includes the class to which the dimension belongs. For example, the proper name of the `Queue Group` dimensions is one of the following:

- `Activity\Queue Group`

- `Queue\Queue Group`

This is the case because the dimension appears in the `Activity` and `Queue` classes. Unless further clarification is necessary, this manual omits the class name when it references a dimension.

Figure 5 shows the dimensions of the `Time` class in Universe Designer. The three italicized dimensions are hidden from report designers, editors, and viewers and are not described in this document.

For an in-depth discussion of dimensions and other universe elements, refer to the "Building Universes" chapter of the Business Objects *Universe Designer* guide.
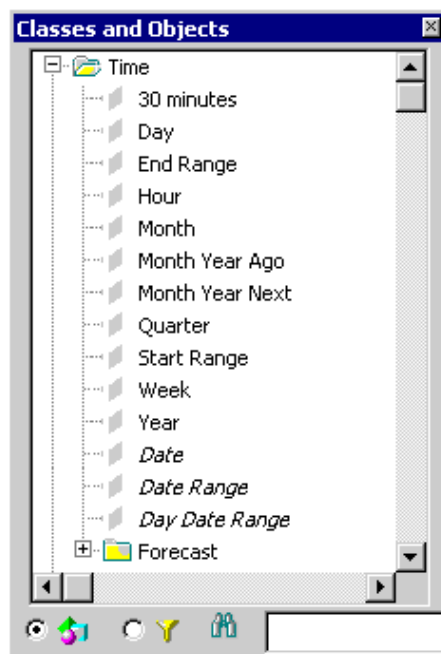
Figure 5:   Dimensions of the Time Class

Description of Form Labels

In the forms that follow, you can click hyperlinks to jump to other parts of this document that provide more detailed information.

Form Title	Displays the name of the Interactive Insights dimension.
Class(es)	List the classes in which the dimension is found.
Data Mart Table.Column	Displays the source Info Mart table, view, alias, or synonym and column from which data is retrieved for this dimension or detail.
Internal Metric ID	An ID that further identifies the dimension. This ID is for reference only. The Interactive Insights reports do not use this ID for any computations.
List of Values	Provides the named list in the universe that yields predefined values.
Data Type	Represents the general classification (`Character`, `Number`, `Date`) of how the data is stored in the Data Mart for this dimension or detail. To see the specific data type of the

column, refer to the appropriate column list in the *Genesys Info Mart Reference Manual* for your RDBMS.

Introduced In   Lists the generally available release in which the dimension was first introduced.

Description   Describes aspects of the dimension.

Detail(s)   Lists the detail object(s) associated with this dimension, if any.

GI2 Dimensions

30 minutes

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast Time	FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT			F_SUBHR SUBHR
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by 30-minute time periods. The periods start either at the beginning of an hour or 30 minutes into the hour.				

Active

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Flow	FILTERED_V_INTERACTION_FACT.ACTIVE_FLAG			IF_ACTIVE_FLAG
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.				

Active

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Handling Attempt	INTERACTION_FACT_GI2.ACTIVE_FLAG			IF__ACTIVE_FLAG
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by whether or not the corresponding record in the INTERACTION_FACT table is active.				

Active

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\Session	SM_RES_SESSION_FACT_GI2.ACTIVE_FLAG			SESS_ACTIVE_FLAG
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by whether or not the corresponding record in the SM_RES_SESSION_FACT table is active.				

Active Reason

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\..\State	SM_RES_STATE_REASON_FACT_GI2.ACTIVE_FLAG		STATE_REASON_ACTIVE_FLAG
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.0.0
DESCRIPTION			
This dimension enables data to be organized by whether or not the corresponding record in the SM_RES_STATE_REASON_FACT table is active.			

Active State

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\State	SM_RES_STATE_FACT_GI2.ACTIVE_FLAG			STATE_ACTIVE_FLAG
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.0.0	
DESCRIPTION				
This dimension enables data to be organized by whether or not the corresponding record in the SM_RES_STATE_FACT table is active.				

Additional Info

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\Ixn State	INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID			IRSF_ADD_INFO
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	
DESCRIPTION				
This dimension enables data to be organized by the primary key of the INTERACTION_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.				

Agent Cascade

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	RESOURCE_GI2.AGENT_NAME WHERE (RESOURCE_.RESOURCE_TYPE_CODE='AGENT')			SO_AGENT_CASCADE
	LIST OF VALUES agentcascade_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION				
This dimension enables data to be organized by the name of the agent who is associated with the interaction. Refer to "Using Cascading Prompts" in the *Genesys Interactive Insights User' Guide* for information on how to use this dimension.				

Agent Group

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID

Agent\Activity
Agent Contact
Agent Detail
State and Reason
	GROUP_.GROUP_NAME
	   WHERE GROUP_.GROUP_TYPE_CODE in
	   ('AGENT', 'UNKNOWN','NO_VALUE')
				A_AGENT_GROUP
				CA_AGENT_GROUP
				AD_AGENT_GROUP
				IA_AGENT_GROUP

	LIST OF VALUES agentgroup_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by the groups to which agents belong. **Note:** An agent can belong to more than one agent group.				

Agent Group Combination Key

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID

Service Objects	RESOURCE_GROUP_COMBINATION.GROUP_
	   COMBINATION_KEY
				A_GROUP_
				   COMBINATION_KEY

	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 7.6	
DESCRIPTION				
This dimension enables data to be organized by the related primary key of the RESOURCE_GROUP_COMBINATION dimension. This hidden dimension is reserved for internal computations.				

Agent Name

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact Agent Detail Service Objects State and Reason	RESOURCE_GI2.AGENT_NAME			A_AGENT_NAME CA_AGENT_NAME AD_AGENT_NAME SO_AGENT_NAME IA_AGENT_NAME
	LIST OF VALUES agentname_lov agentnamesingle_lov (for the Service Objects class)	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	
DESCRIPTION				
This dimension enables data to be organized by certain attributes of the agent who is associated with the interaction. **Note:** The details were added to this dimension during the 8.0 release.				
DETAIL(S) Employee ID	**DESCRIPTION** Enables data to be organized by the employee ID of the agent who is associated with the interaction.			
	DATA MART TABLE.COLUMN RESOURCE_GI2.EMPLOYEE_ID WHERE RESOURCE_.RESOURCE_TYPE_CODE='AGENT'		**DATA TYPE** Character	
First Name	**DESCRIPTION** Enables data to be organized by the first name of the agent who is associated with the interaction.			
	DATA MART TABLE.COLUMN RESOURCE_GI2.AGENT_FIRST_NAME WHERE RESOURCE_.RESOURCE_TYPE_CODE='AGENT'		**DATA TYPE** Character	
Last Name	**DESCRIPTION** Enables data to be organized by the last name of the agent who is associated with the interaction.			
	DATA MART TABLE.COLUMN RESOURCE_GI2.AGENT_LAST_NAME WHERE RESOURCE_.RESOURCE_TYPE_CODE='AGENT'		**DATA TYPE** Character	

Agent Name

User Name	**DESCRIPTION** Enables data to be organized by the user name of the agent who is associated with the interaction.	
	DATA MART TABLE.COLUMN RESOURCE_GI2.RESOURCE_NAME WHERE RESOURCE_.RESOURCE_TYPE_CODE='AGENT'	**DATA TYPE** Character

Agent/Queue Order

CLASS(ES) Detail\Flow	**DATA MART TABLE.COLUMN** See Note.			**INTERNAL METRIC ID** IF_ORDER_KEY
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION This dimension enables data to be organized according to the order of resource involvement in the interaction. The Interaction Flow Report uses this dimension to order the handling-resource data that is presented in the report. This dimension is reserved for use within this report only. **Note:** This dimension references a field in a derived table.				

ALL

CLASS(ES)
Service Objects
	DATA MART TABLE.COLUMN
	In 8.1.1 releases beginning with 8.1.104.11, and
	8.1.4 releases later than 8.1.400.19:
	CONSTANTS2_GI2.CONST_VALUE
	   WHERE CONSTANTS2_GI2.CONST_TYPE='CONSTANT'
	
	In release 8.1.3 and 8.1.400.19:
	 GI2_CONSTANTS.VALUE
	   WHERE GI2_CONSTANTS.TYPE='CONSTANT
				INTERNAL METRIC ID
				SO_ALL

	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.1.1	
DESCRIPTION This dimension enables the value ALL to be included in a report prompt. This dimension is used for internal computations.				

Business Result

CLASS(ES) Agent\Activity Agent Contact Business Attribute Contact Attempt Queue	**DATA MART TABLE.COLUMN** INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT			**INTERNAL METRIC ID** A_BUSINESS_RESULT A_CA_BUSINESS_RESULT T_BUSINESS_RESULT Q_BUSINESS_RESULT CA_BUSINESS_RESULT
	LIST OF VALUES businessresult_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.1	
DESCRIPTION This dimension enables data to be organized by the configured business result.				

Campaign

CLASS(ES)	INFO MART TABLE.COLUMN			INTERNAL METRIC ID
Agent Contact Contact Attempt	CAMPAIGN.CAMPAIGN_NAME			A_CA_CAMPAIGN_NAME CA_CAMPAIGN_NAME
	LIST OF VALUES campaignname_lov	DATA TYPE Character	INTRODUCED IN 8.0.1	
DESCRIPTION				
This dimension enables data to be organized by the name of the outbound campaign.				

Campaign Group

CLASS(ES)	INFO MART TABLE.COLUMN			INTERNAL METRIC ID
Agent Contact Contact Attempt	CAMPAIGN.CAMPAIGN_NAME & GROUP_CA.GROUP_NAME			A_CA_CAMPAIGN_GROUP_NAME CA_CAMPAIGN_GROUP_NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.0.1	
DESCRIPTION				
This dimension enables data to be organized by the group associated with the outbound campaign.				
DETAIL(S) Group Name	DESCRIPTION Enables data to be organized by the name of the agent (or place) group to which the agent (or place), processing the interaction, belongs.			
	DATA MART TABLE.COLUMN GROUP_CA.GROUP_NAME WHERE GROUP_TYPE_CODE in ('NO_VALUE', 'UNKNOWN', 'AGENT','PLACE')			DATA TYPE Character

Case ID

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Handling Attempt	IRF_USER_DATA_GEN_1.CASE_ID			IRF_CASE_ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.0.0	
DESCRIPTION				
This dimension enables data to be organized by case ID of an external management application, which can be used to tie this third-party application data in with Info Mart data.				

Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Activity\..\Activity User Data Example Business Attribute\BA User Data Example	USER_DATA_GEN_ES.CTGNAME			@A_CTGNAME
	LIST OF VALUES categoryname_lov	DATA TYPE Character	INTRODUCED IN 8.1.1	@T_CTGNAME
DESCRIPTION				
This dimension enables data to be organized by the standard responses to interactions that are configured in your environment.				

Classify Actionability Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Activity\..\Activity User Data Example Business Attribute\BA User Data Example	USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME			@A_CLASSIFY_ACTIONABILITY_CTGNAME @T_CLASSIFY_ACTIONABILITY_CTGNAME
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	clactionabilitycategoryname_lov	Character	8.1.1	

DESCRIPTION
This dimension enables data to be organized by the degree to which interactions require agent attention—their actionability.

Classify Sentiment Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Activity\..\Activity User Data Example Business Attribute\BA User Data Example	USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME			@A_CLASSIFY_SENTIMENT_CTGNAME @T_CLASSIFY_SENTIMENT_CTGNAME
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	clsentimentcategoryname_lov	Character	8.1.1	

DESCRIPTION
This dimension enables data to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

Connection ID

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\Flow Detail\Handling Attempt	INTERACTION_FACT_GI2.MEDIA_SERVER_IXN_ID		IF_CONNECTION_ID IRF_MEDIA_SERVER_IXN_ID
	LIST OF VALUES	DATA TYPE	INTRODUCED IN
	None	Number	7.6.2

DESCRIPTION
This dimension enables data to be organized by attributes of the interaction's connection ID.

DETAIL(S)	DESCRIPTION	
From	Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For e-mail, the source address is the customer's e-mail address. For chat, the source address is empty.	
	DATA MART TABLE.COLUMN	DATA TYPE
	INTERACTION_FACT.SOURCE_ADDRESS	Character
GUID	DESCRIPTION Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.	
	DATA MART TABLE.COLUMN	DATA TYPE
	INTERACTION_FACT.MEDIA_SERVER_IXN_GUID	Character
Root ID	DESCRIPTION Enables data to be organized by the ID of the original interaction given multi-threaded interaction scenarios. This field is currently used only to link an e-mail customer-reply interaction to the original e-mail interaction in the thread. This field is null for all other interaction types, and its value might not be unique.	
	DATA MART TABLE.COLUMN	DATA TYPE
	INTERACTION_FACT.MEDIA_SERVER_ROOT_IXN_ID	Character

Connection ID

To	**DESCRIPTION** Enables data to be organized by the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For e-mail, the target address is a contact center email address. For chat, the target address is empty.	
	DATA MART TABLE.COLUMN INTERACTION_FACT.TARGET_ADDRESS	**DATA TYPE** Character

Contact List

CLASS(ES) Contact Attempt	**INFO MART TABLE.COLUMN** CALLING_LIST.CALLING_LIST_NAME			**INTERNAL METRIC ID** CA_CALLING_LIST_NAME
	LIST OF VALUES callinglist_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.0.1	
DESCRIPTION This dimension enables data to be organized by the contact list (that is, the calling list) that was used to run outbound campaigns.				

Customer ID

CLASS(ES) Detail\Flow Detail\Handling Attempt	**DATA MART TABLE.COLUMN** FILTERED_V_INTERACTION_FACT.CUSTOMER_ID IRF_USER_DATA_GEN_1.CUSTOMER_ID			**INTERNAL METRIC ID** IF_CUSTOMER_ID IRF_CUSTOMER_ID
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of `10053`. Refer to the *Genesys Info Mart 8.0 Deployment Guide* for information about Genesys Info Mart attached data key assignments. **Note:** The `Customer ID` dimension in the `Flow` class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.				

Customer Segment

CLASS(ES) Agent\Activity Agent Contact Business Attribute Contact Attempt Queue	**DATA MART TABLE.COLUMN** INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT			**INTERNAL METRIC ID** A_CUSTOMER_SEGMENT A_CA_CUSTOMER_SEGMENT T_CUSTOMER_SEGMENT CA_CUSTOMER_SEGMENT Q_CUSTOMER_SEGMENT
	LIST OF VALUES customersegment_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.1	
DESCRIPTION This dimension enables data to be organized by the configured customer segment.				

Date

CLASS(ES) Time	**DATA MART TABLE.COLUMN** DATE_TIME.CAL_DATE			**INTERNAL METRIC ID** CAL_DATE
	LIST OF VALUES None	**DATA TYPE** Date	**INTRODUCED IN**	
DESCRIPTION This hidden dimension enables data within the reporting interval to be organized by a particular date. This dimension is used for internal computations.				

Date Range

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time	RELATIVE_RANGE.RANGE_NAME			DATE_RANGE
	LIST OF VALUES	**DATA TYPE**	**INTRODUCED IN**	
	daterange_lov	Character	7.6	
DESCRIPTION				
This hidden dimension enables data to be organized by a date range within the reporting interval. This dimension is used for internal computations.				

Date Time Day Key

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	DATE_TIME.DATE_TIME_DAY_KEY			DATE_TIME_DAY_KEY
	LIST OF VALUES	**DATA TYPE**	**INTRODUCED IN**	
	None	Number	8.0.0	
DESCRIPTION				
This hidden dimension enables data to be organized by a particular day within the reporting interval. This dimension is used for internal computations.				

Date Time Key

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	DATE_TIME.DATE_TIME_KEY			DATE_TIME_KEY
	LIST OF VALUES	**DATA TYPE**	**INTRODUCED IN**	
	None	Number	8.0.0	
DESCRIPTION				
This hidden dimension enables data within the reporting interval to be organized by the primary key of the DATE_TIME table. This dimension is used for internal computations.				

Day

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast Time	FORECAST_DATE_TIME.LABEL_YYYY_MM_DD DATE_TIME.LABEL_YYYY_MM_DD			F_DAY DAY
	LIST OF VALUES	**DATA TYPE**	**INTRODUCED IN**	
	None	Character	7.6.0	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.				

Day Date Range

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time	RELATIVE_RANGE.RANGE_NAME WHERE DAY_FLAG=1			DATE_RANGE_DAY
	LIST OF VALUES	**DATA TYPE**	**INTRODUCED IN**	
	daydaterange_lov	Character	8.0.0	
DESCRIPTION				
This hidden dimension enables data to be organized by a particular day within the reporting interval. This dimension is used for internal computations.				

Dimension 1

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_1			@A_DIM_ATTRIBUTE_1 @T_DIM_ATTRIBUTE_1 @Q_DIM_ATTRIBUTE_1
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 2

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_2			@A_DIM_ATTRIBUTE_2 @T_DIM_ATTRIBUTE_2 @Q_DIM_ATTRIBUTE_2
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 3

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_3			@A_DIM_ATTRIBUTE_3 @T_DIM_ATTRIBUTE_3 @Q_DIM_ATTRIBUTE_3
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 4

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_4			@A_DIM_ATTRIBUTE_4 @T_DIM_ATTRIBUTE_4 @Q_DIM_ATTRIBUTE_4
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.				

Dimension 5

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_1.DIM_ATTRIBUTE_5			@A_DIM_ATTRIBUTE_5 @T_DIM_ATTRIBUTE_5 @Q_DIM_ATTRIBUTE_5
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.				

Dimension 6

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_1			@A_DIM_ATTRIBUTE_6 @T_DIM_ATTRIBUTE_6 @Q_DIM_ATTRIBUTE_6
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.				

Dimension 7

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_2			@A_DIM_ATTRIBUTE_7 @T_DIM_ATTRIBUTE_7 @Q_DIM_ATTRIBUTE_7
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 8

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_3			@A_DIM_ATTRIBUTE_8 @T_DIM_ATTRIBUTE_8 @Q_DIM_ATTRIBUTE_8
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 9

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_4			@A_DIM_ATTRIBUTE_9 @T_DIM_ATTRIBUTE_9 @Q_DIM_ATTRIBUTE_9
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Dimension 10

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example Queue\..\Queue User Data Example	USER_DATA_CUST_DIM_2.DIM_ATTRIBUTE_5			@A_DIM_ATTRIBUTE_10 @T_DIM_ATTRIBUTE_10 @Q_DIM_ATTRIBUTE_10
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This hidden dimension enables data within the reporting interval to be organized by a particular user-data dimension that is configured within your environment. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this hidden object.

Empty Hint

CLASS(ES) Service Objects	DATA MART TABLE.COLUMN			INTERNAL METRIC ID EMPTY_HINT
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension stores the commented instruction that is passed to the Oracle RDBMS to optimize the query in which this dimension is used. **Note:** The query statement block can contain only one such hint which must immediately follow the `SELECT` keyword. If you alter the report in which this dimension is used, make sure this dimension remains first within the Web Intelligence query panel.				

End Range

CLASS(ES) Time	DATA MART TABLE.COLUMN RELATIVE_RANGE_NAME.RANGE_END			INTERNAL METRIC ID DATE_RANGE_END
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the end date of the user-designated date range. End-range values are presented in `YYYY-MM-DD` format. All Interactive Insights reports use this dimension in the report header to provide the actual date(s) of the user-selected preset date or date range (for example, `Yesterday` and `Month to Date.`) Where the selected preset value spans one day only, the actual date value in the report header is derived from this dimension only. For values spanning more than one day, the report header uses the Start Range dimension in conjunction with this dimension.				

End Timestamp

CLASS(ES) Detail\..\Ixn State	DATA MART TABLE.COLUMN IXN_RESOURCE_STATE_FACT_GI2.END_TS_TIME			INTERNAL METRIC ID IRSF_END_TS_TIME
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 8.0.0	
DESCRIPTION This dimension enables data to be organized by the calendar date and time when the interaction state ended.				

End Timestamp

CLASS(ES) Detail\..\Session	DATA MART TABLE.COLUMN SM_RES_SESSION_FACT_GI2.END_TS_TIME			INTERNAL METRIC ID SESS_END_TS_TIME
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 8.0.0	
DESCRIPTION This dimension enables data to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this dimension is `NULL` .				

End Timestamp

CLASS(ES) Detail\..\State	DATA MART TABLE.COLUMN SM_RES_STATE_FACT_GI2.END_TS_TIME		INTERNAL METRIC ID STATE_END_TS_TIME
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 8.0.0	
DESCRIPTION This dimension enables data to be organized by the calendar date and time when the agent state ended.			

Flow Hint

CLASS(ES) Service Objects	DATA MART TABLE.COLUMN /*+ INDEX(FILTERED_V_INTERACTION_FACT.FILTERED_V_INT_FACT_ INNER.mif.msf PK_M_SEGMENT_FACT) INDEX(FILTERED_V_INTERACTION_FACT.FILTERED_V_INT_FACT_INNER.mi f.irfug PK_IRF_USER_DATA_GEN_1) INDEX(FILTERED_V_INTERACTION_FACT.FILTERED_V_INT_FACT_INNER.mi f.irfug2 PK_IRF_USER_DATA_GEN_1) */ 1		INTERNAL METRIC ID FLOW_HINT
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension stores the commented instruction that is passed to the Oracle RDBMS to optimize the query in which this dimension is used. **Note:** The query statement block can contain only one such hint which must immediately follow the SELECT keyword. If you alter the report in which this dimension is used, make sure this dimension remains first within the Web Intelligence query panel.			

Handling Attempt Hint

CLASS(ES) Service Objects	DATA MART TABLE.COLUMN /*+ INDEX(INTERACTION_FACT_GI2.f PK_INTERCTN_FT) */ 1		INTERNAL METRIC ID HANDLING_ATTEMPT_HINT
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension stores the commented instruction that is passed to the Oracle RDBMS to optimize the query in which this dimension is used. **Note:** The query statement block can contain only one such hint which must immediately follow the SELECT keyword. If you alter the report in which this dimension is used, make sure this dimension remains first within the Web Intelligence query panel.			

Handling Resource

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID	
Detail\Handling Attempt	RESOURCE_TARGET.RESOURCE_NAME		IRF_TARGET_RESOURCE_NAME	
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	

DESCRIPTION			
This dimension enables data to be organized by the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.			

DETAIL(S)	DESCRIPTION	
Handling Resource Type	Enables data to be organized by the type of type of target—for example, `Agent, Queue,` and `IVRPort.`	
	DATA MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE	DATA TYPE Character

Hour

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast Time	FORECAST_DATE_TIME.LABEL_YYYY_MM_DD_HH24 DATE_TIME.LABEL_YYYY_MM_DD_HH24			F_HOUR HOUR
	LIST OF VALUES hour_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	

DESCRIPTION	
This dimension enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in `YYYY-MM-DD-HH24` format.	

Hour Num in Day

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	DATE_TIME.CAL_HOUR_24_NUM_IN_DAY			HOUR_NUM_DAY
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.0.0	

DESCRIPTION	
This hidden dimension enables data within the reporting interval to be organized by hour. This dimension is used for internal computations.	

Influence Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Activity\..\Activity User Data Example Business Attribute\BA User Data Example	USER_DATA_GEN_ES.CTGNAME			@A_INFLUENCE_CATEGORY_ CTGNAME
	LIST OF VALUES influencecategoryname_lov	DATA TYPE Character	INTRODUCED IN 8.1.1	@T_INFLUENCE_CATEGORY_ CTGNAME

DESCRIPTION			
This dimension enables data to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center.			

Interaction ID

CLASS(ES) Detail\Flow Detail\Handling Attempt Detail\Transfer	DATA MART TABLE.COLUMN FILTERED_V_INTERACTION_FACT.INTERACTION_ID INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ID		INTERNAL METRIC ID IF_INTERACTION_ID IRF_INTERACTION_ID T_IRF_INTERACTION_ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	

DESCRIPTION
This dimension enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.

DETAIL(S) Duration (Not in Flow class)	DESCRIPTION Enables data to be organized by the difference of the start and end timestamps of the interaction.	
	DATA MART TABLE.COLUMN INTERACTION_FACT_GI2.END_TS, INTERACTION_FACT_GI2.START_TS	DATA TYPE Number

DETAIL(S) End Timestamp	DESCRIPTION Enables data to be organized by the moment when the interaction ended.	
	DATA MART TABLE.COLUMN INTERACTION_FACT_GI2.END_TS_TIME	DATA TYPE Date

DETAIL(S) From (Transfer class only)	DESCRIPTION Enables data to be organized by the source address of the interaction.	
	DATA MART TABLE.COLUMN INTERACTION_FACT_GI2.SOURCE_ADDRESS	DATA TYPE Character

Handling Attempt End (Not in Flow class)	DESCRIPTION Enables data to be organized by the moment when the resource's participation in the interaction ended.	
	DATA MART TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.END_TS_TIME	DATA TYPE Date

GUID	DESCRIPTION Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.	
	DATA MART TABLE.COLUMN INTERACTION_FACT_GI2.MEDIA_SERVER_IXN_GUID	DATA TYPE Character

Handling Attempt Start (Not in Flow class)	DESCRIPTION Enables data to be organized by the moment when the resource began to participate in the interaction.	
	DATA MART TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.START_TS_TIME	DATA TYPE Date

Interaction Handling Attempt ID ((Not in Flow class)	DESCRIPTION Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.	
	DATA MART TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.INTERACTION_ RESOURCE_ID	DATA TYPE Number

Handling Attempt Target Start (Transfer class only)	DESCRIPTION Enables data to be organized by the moment when the resource receiving the transfer began to participate in the interaction.	
	DATA MART TABLE.COLUMN INTERACTION_RES_FACT_RCV_GI2.START_TS_TIME	DATA TYPE Data

Interaction ID

Media Type	**DESCRIPTION** Enables data to be organized by the media type of the interaction—for example, Voice, Email, and Chat.	
	DATA MART TABLE.COLUMN MEDIA_TYPE.MEDIA_NAME	**DATA TYPE** Character
Skill Combination Requested

(Handling Attempt class only) | **DESCRIPTION** This detail enables data to be organized by a string representation of all skills and proficiencies requested by the interaction. | |
| | **DATA MART TABLE.COLUMN** REQUESTED_SKILL_COMBINATION.SKILL_COMBINATION_ STRING | **DATA TYPE** Character |
| Start Time

(Flow class only) | **DESCRIPTION** Enables data to be organized by the time at which the interaction began. | |
	DATA MART TABLE.COLUMN FILTERED_V_INTERACTION_FACT.START_TS	**DATA TYPE** Date
Start Timestamp	**DESCRIPTION** Enables data to be organized by the moment when the interaction began.	
	DATA MART TABLE.COLUMN INTERACTION_FACT_GI2.START_TS_TIME	**DATA TYPE** Date
Stop Action

(Handling Attempt class only) | This detail has different meaning for voice and multimedia interactions.

For voice, this detail enables data to be organized by whether the initiating party released the call.

0–Indicates that the initiating party did not release the call.
1–Indicates that the initiating party did release the call.
null–Indicates that such information is not available.

For multimedia, this detail enables data to be organized by whether the interaction was released by the last interaction resource fact (IRF) that is associated with the interaction:

0–Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.
1–Indicates that the interaction was stopped by the associated IRF resource.
null–Indicates that the interaction was not stopped at the associated IRF resource.

Refer to Genesys Info Mart documentation for information about IRFs and parties. | |
| | **DATA MART TABLE.COLUMN** INTERACTION_RESOURCE_FACT_GI2.STOP_ACTION | **DATA TYPE** Number |
| **DETAIL(S)** To

(Transfer class only) | **DESCRIPTION** Enables data to be organized by the target address of the interaction. | |
| | **DATA MART TABLE.COLUMN** INTERACTION_FACT_GI2.TARGET_ADDRESS | **DATA TYPE** Character |

Interaction Subtype

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact Business Attribute Detail\Flow Detail\Handling Attempt Interaction State Queue Detail\Transfer	INTERACTION_TYPE_GI2. INTERACTION_SUBTYPE			A_INTERACTION_SUBTYPE CA_INTERACTION_SUBTYPE T_INTERACTION_SUBTYPE IF_INTERACTION_SUBTYPE IRF_INTERACTION_SUBTYPE_CODE IA_AGENT_INTERACTION_SUBTYPE Q_INTERACTION_SUBTYPE T_IRF_INTERACTION_SUBTYPE_CODE
	LIST OF VALUES interactionsubtype_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by the interaction's subtype; for example, `InboundNew` and `Outbound Notification`.				

Interaction Type

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact Business Attribute Detail\Flow Detail\Handling Attempt Interaction State Ixn State Queue Detail\Transfer	INTERACTION_TYPE_GI2. INTERACTION_TYPE			A_INTERACTION_TYPE A_CA_INTERACTION_TYPE T_INTERACTION_TYPE IF_INTERACTION_TYPE IRF_INTERACTION_TYPE IA_AGENT_INTERACTION_TYPE IRSF_INTERACTION_TYPE Q_INTERACTION_TYPE T_IRF_INTERACTION_TYPE
	LIST OF VALUES interactiontype_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by the interaction's type—for example, `Inbound`, `Outbound`, and `Internal`.				

Interaction Type

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\State	None			STATE_INTERACTION_TYPE
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension is always null and is provided only to populate null values in the `Interaction Type` column of the `Agent Details Activity Report` when the record specifically reports data about an agent's status or his/her session. Agent statuses and sessions have no interaction type.				

Is Current Data

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast	None			F_IS_CURRENT_DATA
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.1.0	
DESCRIPTION This dimension stores an internal value that is used to load values in the formula for the `Interaction Volume Service Type Trend Report`.				

Is Forecast Data

CLASS(ES) Time\Forecast	DATA MART TABLE.COLUMN None			INTERNAL METRIC ID F_IS_FORECAST_DATA
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.1.0	
DESCRIPTION This dimension stores an internal value that is used to load values in the formula for the `Interaction Volume Service Type Trend Report`.				

Last IVR

CLASS(ES) Detail\Handling Attempt	DATA MART TABLE.COLUMN RESOURCE_IVR.RESOURCE_NAME			INTERNAL METRIC ID IRF_IVR_RESOURCE_NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	
DESCRIPTION This dimension enables data to be organized by the name of the IVR in which the interaction traveled.				

Last Queue

CLASS(ES) Detail\Handling Attempt	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID IRF_Q_RESOURCE_NAME
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 7.6.2	
DESCRIPTION This dimension enables data to be organized by the name of the last queue in which the interaction traveled before it was handled. This dimension excludes virtual queues.				
DETAIL(S) Last Queue Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the type of queue, such as `ACDQueue`, `InteractionQueue`, or `InteractionWorkBin`. **Note:** Adding this detail to a report will have significant impact on performance.			
	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_SUBTYPE			DATA TYPE Character

Last VQueue

CLASS(ES) Detail\Handling Attempt	DATA MART TABLE.COLUMN RESOURCE_VQ.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID IRF_VQ_RESOURCE_NAME
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 8.1.4	
DESCRIPTION This dimension enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.				
DETAIL(S) Last VQueue Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the type of virtual queue. **Note:** Adding this detail to a report will have significant impact on performance.			
	DATA MART TABLE.COLUMN RESOURCE_VQ.RESOURCE_SUBTYPE			DATA TYPE Character

Media Type

CLASS(ES)	DATA MART TABLE.COLUMN	INTERNAL METRIC ID	

Agent\Activity   Contact
Agent Contact   Attempt
Agent Detail   Queue
Business   State and
  Attribute   Reason
	MEDIA_TYPE.MEDIA_NAME	A_MEDIA_TYPE
		A_CA_MEDIA_TYPE
		AD_MEDIA_TYPE
		T_MEDIA_TYPE
			CA_MEDIA_TYPE
			Q_MEDIA_TYPE
			IA_AGENT_MEDIA_
			  TYPE

	LIST OF VALUES mediatype_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0

DESCRIPTION
This dimension enables data to be organized by the interaction's media type—for example, `Voice`, `Email`, and `Chat`.

Month

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Time\Forecast Time	FORECAST_DATE_TIME.LABEL_YYYY_MM DATE_TIME.LABEL_YYYY_MM		F_MONTH MONTH
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	

DESCRIPTION
This dimension enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in `YYYY-MM` format.

Month Year Ago

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Time	DATE_TIME_YEAR_AGO.LABEL_YYYY_MM		MONTH_YEAR_AGO
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	

DESCRIPTION
This dimension is used in the `Interaction Volume Summary Report` to enable year-by-year comparisons of data that is aggregated by month. This dimension is specifically for the first year of the comparison. Month values are presented in `YYYY-MM` format.

Month Year Next

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Time	DATE_TIME_YEAR_NEXT.LABEL_YYYY_MM		MONTH_YEAR_NEXT
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	

DESCRIPTION
This dimension is used in the `Interaction Volume Summary Report` to enable year-by-year comparisons of data that is aggregated by month. This dimension is specifically for the second year of the comparison. Month values are presented in `YYYY-MM` format.

Pre-Set Date Filter

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Service Objects	@Variable('Pre-set Date Filter:')		PRE_SET_DATE_FILTER
	LIST OF VALUES daterange_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.0.1	

DESCRIPTION
This hidden dimension uses a variable in internal computations to return pre-set dates.

Pre-Set Day Filter

CLASS(ES) Service Objects	DATA MART TABLE.COLUMN @Variable('Pre-set Day Filter:')			INTERNAL METRIC ID PRE_SET_DAY_FILTER
	LIST OF VALUES daydaterange_lov	DATA TYPE Character	INTRODUCED IN 8.0.1	
DESCRIPTION This hidden dimension uses a variable in internal computations to return pre-set dates.				

Quarter

CLASS(ES) Time\Forecast Time	DATA MART TABLE.COLUMN FORECAST_DATE_TIME.LABEL_YYYY_QQ DATE_TIME.LABEL_YYYY_QQ			INTERNAL METRIC ID F_QRTR QRTR
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in `YYYY-QQ` format.				

Queue

CLASS(ES) Queue	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID Q_QUEUE
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.				
DETAIL(S) Queue Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the type of queue, such as `ACDQueue`, `VirtualQueue`, `InteractionQueue`, or `InteractionWorkBin`.			
	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_SUBTYPE		DATA TYPE Character	

Queue

CLASS(ES) Agent\Activity	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID A_QUEUE
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.				

Queue Type

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity	RESOURCE_Q.RESOURCE_SUBTYPE WHERE RESOURCE_Q.RESOURCE_TYPE_CODE='QUEUE'			A_QUEUE _TYPE
	LIST OF VALUES	**DATA TYPE** Character	**INTRODUCED IN** 8.1.4	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the type of queue, such as `ACDQueue`, `Virtual-Queue`, `InteractionQueue`, or `InteractionWorkBin`.				

Queue Cascade

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	RESOURCE_Q.RESOURCE_NAME WHERE (RESOURCE_.RESOURCE_TYPE_CODE='QUEUE')			SO_QUEUE_CASCADE
	LIST OF VALUES queuecascade_lov	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION This hidden dimension enables data to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin. Refer to "Using Cascading Prompts" in the *Genesys Interactive Insights User' Guide* for information on how to use this dimension.				

Queue Group

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Queue	GROUP_Q.GROUP_NAME WHERE GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN', 'NO VALUE')			A_QUEUE_GROUP Q_QUEUE_GROUP
	LIST OF VALUES queuegroup_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	
DESCRIPTION This dimension enables reporting data within the reporting interval to be organized by the name of the queue group. **Note:** A queue can belong to more than one queue group.				

Queue Group Combination Key

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	RESOURCE_GROUP_COMBINATION_Q.GROUP_ COMBINATION_KEY			Q_GROUP_ COMBINATION_KEY
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 7.6	
DESCRIPTION This hidden dimension enables data to be organized by the queue-group related primary key of the RESOURCE_GROUP_ COMBINATION dimension. This dimension is reserved for internal computations.				

Reason Code

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\State Detail\..\State and Reason	RESOURCE_STATE_REASON_GI2.REASON_CODE			STATE_REASON_CODE IA_REASON_CODE
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the reason that the agent selected.				
DETAIL(S) Reason Key	**DESCRIPTION** For software-related reason codes, this detail enables data to be organized by the key of the key-value pair that is associated with this reason code. For hardware-related reason codes, the detail is null.			
	DATA MART TABLE.COLUMN RESOURCE_STATE_REASON.SOFTWARE_REASON_KEY			**DATA TYPE** Character
DETAIL(S) Reason Type Code	**DESCRIPTION** This detail enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.			
	DATA MART TABLE.COLUMN RESOURCE_STATE_REASON.REASON_TYPE_CODE			**DATA TYPE** Character
Reason Value	**DESCRIPTION** For software-related reason codes, this detail enables data to be organized by the value of the key-value pair that is associated with this reason code. For hardware-related reason codes, this detail enables data to be organized by the hardware-related reason.			
	DATA MART TABLE.COLUMN RESOURCE_STATE_REASON.SOFTWARE_REASON_VALUE or RESOURCE_STATE_REASON.HARDWARE_REASON			**DATA TYPE** Character

Reason Timestamp

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\..\State	SM_RES_STATE_REASON_FACT_GI2.START_TS_TIME			STATE_REASON_START_TS
	LIST OF VALUES None	**DATA TYPE** Date	**INTRODUCED IN** 8.0.0	
DESCRIPTION This dimension enables data to be organized by the moment when the agent entered a specific state-reason combination.				

Resource Name

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact	RESOURCE_.RESOURCE_NAME			A_RESOURCE_NAME A_CA_RESOURCE_NAME
	LIST OF VALUES resourcename_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name.				
DETAIL(S) Resource Type	**DESCRIPTION** This dimension enables data within the reporting interval to be organized by the type of contact center resource.			
	DATA MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE			**DATA TYPE** Character

Resource Group

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity	GROUP_R.GROUP_NAME			A_RESOURCE_GROUP
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the groups to which resources belong. Note: A resource can belong to more than one agent group.				

Resource State

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Handling Attempt	RESOURCE_STATE.STATE_NAME			IRF_STATE_NAME
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION The media-specific or detailed state of the resource—for example, `Busy`, `Ready`, `NotReady`, and `AfterCallWork`.				
DETAIL(S) State Type	**DESCRIPTION** The media-neutral state of the resource—for example, `Ready`, `WorkingReady`, and `WorkingNotReady`.			
	DATA MART TABLE.COLUMN RESOURCE_STATE.STATE_TYPE		**DATA TYPE** Character	

Routing Target

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Handling Attempt	Depending on the value of ROUTING_TARGET_TYPE_CODE, one of the following or NULL: • ROUTING_TARGET.AGENT_GROUP_NAME • ROUTING_TARGET.PLACE_GROUP_NAME • ROUTING_TARGET.SKILL_EXPRESSION			IRF_ROUTING_TYPE
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION This dimension enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.				

Routing Target Selected

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID	
Detail\Handling Attempt	ROUTING_TARGET. TARGET_OBJECT_SELECTED		IRF_TARGET_OBJECT_SELECTED	
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	
DESCRIPTION This dimension enables data to be organized by the name of the DN group that is the target of the routing strategy.				

Routing Target Type

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\Handling Attempt	ROUTING_TARGET.ROUTING_TARGET_TYPE		IRF_ROUTING_TARGET_TYPE
	LIST OF VALUES	DATA TYPE	INTRODUCED IN
	None	Character	7.6.2
DESCRIPTION			
This dimension enables data to be organized by the type of the routing target—for example, `Agent`, `Place`, `Agent Group`, `Routing Point`, and `Queue`.			

Screen Actionability Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example	USER_DATA_GEN_ES.SCREEN_ACTIONABILITY_CTGNAME			@A_SCREEN_ ACTIONABILITY_CTGNAME @T_SCREEN_ ACTIONABILITY_CTGNAME
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	8.1.1	
DESCRIPTION				
This hidden dimension enables data within the reporting interval to be organized by the degree to which interactions require agent attention. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this dimension.				

Screen Sentiment Category

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\..\Activity User Data Example Business Attribute\..\BA User Data Example	USER_DATA_GEN_ES.SCREEN_SENTIMENT_CTGNAME			@A_SCREEN_SENTIMENT _CTGNAME @T_SCREEN_SENTIMENT _CTGNAME
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	8.1.1	
DESCRIPTION				
This hidden dimension enables data within the reporting interval to be organized by the attitude that customers expressed about their experience regarding interaction handling. Refer to "Using Attached Data" in the *Interactive insights 8.1 User's Guide* for information on how to use this dimension.				

Segment ID

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Flow	FILTERED_V_INTERACTION_FACT.SEGMENT_ID			IF_SEGMENT_ID
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Character	7.6.2	
DESCRIPTION				
This dimension organizes data on the `Summary` tab of the Interaction Flow report. This dimension is reserved for use within this report only.				

Service Subtype

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact Business Attribute Contact Attempt Queue	INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE			A_SERVICE_SUBTYPE A_CA_SERVICE_SUBTYPE T_SERVICE_SUBTYPE CA_SERVICE_SUBTYPE Q_SERVICE_SUBTYPE
	LIST OF VALUES servicesubtype_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION				
This dimension enables data to be organized by the detailed type of service that the customer requested.				

Service Type

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Agent\Activity Agent Contact Business Attribute Contact Attempt Queue	INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE			A_SERVICE_TYPE A_CA_SERVICE_TYPE CA_SERVICE_TYPE T_SERVICE_TYPE Q_SERVICE_TYPE
	LIST OF VALUES servicetype_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION				
This dimension enables data to be organized by the type of service that was assigned to the interaction.				

Session Key

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Session	SM_RES_SESSION_FACT_GI2.SM_RES_SESSION_FACT_KEY			SESS_SESSION_ FACT_KEY
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.0.0	
DESCRIPTION				
This dimension enables data to be organized by the agent's active session for a particular media type.				

Source

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Flow Detail\Handling Attempt Detail\Transfer	RESOURCE_Q.RESOURCE_NAME (Flow class) RESOURCE_.RESOURCE_NAME (Handling Attempt and Transfer classes)			IF_Q_RESOURCE_NAME IRF_RESOURCE_NAME T_IRF_RESOURCE_NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	
DESCRIPTION				
This dimension enables data to be organized by the name of the handling resource—for example, the IVR port number; the name of the queue; or the first, last, and user name of the agent.				
DETAIL(S)	DESCRIPTION			
Source Type	Enables data to be organized by the resource's type—for example, `Agent`, `Queue`, and `IVRPort`.			
	DATA MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE		DATA TYPE Character	

Source Business Result

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT			INTERNAL METRIC ID T_SOURCE_BUSINESS_RESULT
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the configured business result.				

Source Code

CLASS(ES) Detail\..\Ixn State Detail\..\State	DATA MART TABLE.COLUMN None			INTERNAL METRIC ID IRSF_SOURCE_CODE STATE_SOURCE_CODE
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 8.0.0	
DESCRIPTION This dimension is reserved for internal calculations in the Agent Details Activity Report. Its value is 1 or 2 depending on whether the record provides agent state data or interaction state data respectively.				

Source Customer Segment

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT			INTERNAL METRIC ID T_SOURCE_CUSTOMER_SEGMENT
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the configured customer segment.				

Source Last Queue

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID T_IRF_Q_RESOURCE_NAME
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the name of the last queue in which the initiated transfer or conference traveled before it was handled. This dimension excludes virtual queues.				
DETAIL(S) Source Last Queue Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin. **Note:** Adding this detail to a report will have a significant impact on performance.			
	DATA MART TABLE.COLUMN RESOURCE_Q.RESOURCE_SUBTYPE			DATA TYPE Character

Source Service Subtype

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE			INTERNAL METRIC ID T_SOURCE_SERVICE_ TYPE_SUBTYPE
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the detailed type of service that the customer requested.				

Source Service Type

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE			INTERNAL METRIC ID T_SOURCE_ SERVICE_TYPE
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the type of service that was assigned to the interaction.				

Source Technical Result

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT			INTERNAL METRIC ID T_IRF_TECHNICAL_RESULT
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, `Abandoned`, `Completed`, `Diverted`, `Pulled`, and `Transferred`.				
DETAIL(S) Technical Result Reason	DESCRIPTION Enables data to be organized by the reason for the technical result—for example, `Abandoned-WhileRinging`, `AnsweredByAgent`, and `RouteOnNoAnswer`.			
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESULT_REASON			DATA TYPE Character
Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, `Puller`, `Received`, and `RoutedTo`.			
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESOURCE_ROLE			DATA TYPE Character
Technical Result Role Reason	DESCRIPTION Enables data to be organized by the reason of the resource role—for example, `Conference-Initiator`, `ConferenceJoined`, and `PulledBackTimeout`.			
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.ROLE_REASON			DATA TYPE Character

Start Range

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Time	RELATIVE_RANGE_NAME.RANGE_ START		DATE_RANGE_START
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This dimension enables data within the reporting interval to be organized by the start date of the user-designated date range. Start-range values are presented in `YYYY-MM-DD` format.

All Interactive Insights reports use this dimension in the report header to provide the actual date(s) of the user-selected preset date or date range (for example, `Yesterday` and `Month to Date.`) Where the selected preset value spans more than one day, the report header uses this dimension in conjunction with the End Range dimension. For preset values spanning one day, the actual date value in the report header is derived from the End Range dimension only.

Start Timestamp

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\..\Ixn State	IXN_RESOURCE_STATE_FACT_GI2.START_TS_TIME		IRSF_START_TS_TIME
	LIST OF VALUES None	**DATA TYPE** Date	**INTRODUCED IN** 8.0.0	

DESCRIPTION

This dimension enables data to be organized by the calendar date and time when the interaction state began.

Start Timestamp

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\..\Session	SM_RES_SESSION_FACT_GI2.START_TS_TIME		SESS_START_TS_TIME
	LIST OF VALUES None	**DATA TYPE** Date	**INTRODUCED IN** 8.0.0	

DESCRIPTION

This dimension enables data to be organized by the calendar date and time when the agent session began.

Start Timestamp

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\..\State	SM_RES_STATE_FACT_GI2.START_TS_TIME		STATE_START_TS_TIME
	LIST OF VALUES None	**DATA TYPE** Date	**INTRODUCED IN** 7.6.0	

DESCRIPTION

This dimension enables data to be organized by the moment that the agent entered a specific state.

State

CLASS(ES)	DATA MART TABLE.COLUMN		INTERNAL METRIC ID
Detail\..\Ixn State	INTERACTION_RESOURCE_STATE_GI2.STATE_FULL_NAME		IRSF_STATE
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.0.0	

DESCRIPTION

Where a record provides interaction-related data, this dimension enables data to be organized by one of the following:
• The interaction's state.
• The interaction's state and role.
• The interaction's state, role, and descriptor.

State

CLASS(ES) Detail\..\State	DATA MART TABLE.COLUMN RESOURCE_STATE.STATE_NAME			INTERNAL METRIC ID STATE_STATE
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.0.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the *Genesys Info Mart Reference Manual.*				
DETAIL(S) State Type Code	DESCRIPTION This detail enables data within the reporting interval to be organized by the status code that is associated with the agent's state. The values of state type codes depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart.			
	DATA MART TABLE.COLUMN RESOURCE_STATE.STATE_TYPE_CODE			DATA TYPE Character

State Name

CLASS(ES) Agent\State and Reason	DATA MART TABLE.COLUMN RESOURCE_STATE.STATE_NAME			INTERNAL METRIC ID IA_STATE_NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION This dimension enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the *Genesys Info Mart Reference Manual.*				
DETAIL(S) State Type Code	DESCRIPTION This detail enables data within the reporting interval to be organized by the status code that is associated with the agent's state. The values of state type codes depend on the Genesys application (for example, Interaction Concentrator) that supplies source data to Genesys Info Mart.			
	DATA MART TABLE.COLUMN RESOURCE_STATE.STATE_TYPE_CODE			DATA TYPE Character

Strategy Name

CLASS(ES) Detail\Handling Attempt	DATA MART TABLE.COLUMN STRATEGY.STRATEGY_NAME			INTERNAL METRIC ID IRF_STRATEGY_NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	
DESCRIPTION This dimension enables data to be organized by the name and other aspects of the routing strategy.				
Strategy Type	DESCRIPTION Enables data to be organized by the type of strategy—for example, `RoutingStrategy` and `IVRApplication`.			
	DATA MART TABLE.COLUMN STRATEGY.STRATEGY_TYPE			DATA TYPE Character

State Reason Hint

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	/*+ PUSH_PRED(SM_RES_STATE_REASON_FACT_GI2.) */ 1			ST_RSN_HINT
	LIST OF VALUES None	**DATA TYPE** Number	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This dimension stores the commented instruction that is passed to the Oracle RDBMS to optimize the query in which this dimension is used.

Note: The query statement block can contain only one such hint which must immediately follow the SELECT keyword. If you alter the report in which this dimension is used, make sure this dimension remains first within the Web Intelligence query panel.

Target

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Flow Detail\Transfer	RESOURCE_.RESOURCE_NAME (in Flow class) RESOURCE_TARGET.RESOURCE_NAME (in Transfer class)			IF_RESOURCE_NAME T_IRF_TARGET_ RESOURCE_NAME
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2	

DESCRIPTION

This dimension enables data to be organized by the name of the agent, queue, or self-service IVR port that processed the interaction.

DETAIL(S)	DESCRIPTION		DATA TYPE
Target Type	Enables data to be organized by the resource type—for example, Agent, Queue, and IVRPort.		
	DATA MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE (for Flow class)) RESOURCE_TARGET.RESOURCE_TYPE (for Transfer class)		**DATA TYPE** Character

Target Business Result

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Transfer	INTERACTION_DESCR_RCV_GI2.BUSINESS_RESULT			T_TARGET_BUSINESS_RESULT
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This dimension enables data to be organized by the configured business result.

Target Customer Segment

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Detail\Transfer	INTERACTION_DESCR_RCV_GI2.CUSTOMER_SEGMENT			T_TARGET_ CUSTOMER_SEGMENT
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 8.1.1	

DESCRIPTION

This dimension enables data to be organized by the configured customer segment.

Target Last Queue

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN RESOURCE_RCV_Q.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID T_IRF_Q_RCV_ RESOURCE_NAME
	LIST OF VALUES queue_lov	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the name of the last queue in which the initiated transfer or conference traveled before it was handled. This dimension excludes virtual queues.				
DETAIL(S) Target Last Queue Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin. **Note:** Adding this detail to a report will have a significant impact on performance.			
	DATA MART TABLE.COLUMN RESOURCE_RCV_Q.RESOURCE_SUBTYPE			DATA TYPE Character

Target Service Subtype

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE_SUBTYPE			INTERNAL METRIC ID T_TARGET_SERVICE_ TYPE_SUBTYPE
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the detailed type of service that the customer requested.				

Target Service Type

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN INTERACTION_DESCR_RCV_GI2.SERVICE_TYPE			INTERNAL METRIC ID T_TARGET_ SERVICE_TYPE
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by the type of service that was assigned to the interaction.				

Target Technical Result

CLASS(ES) Detail\Transfer	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR_RCV.TECHNICAL_RESULT			INTERNAL METRIC ID T_IRF_RCV_TECHNICAL_ RESULT
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.1	
DESCRIPTION This dimension enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.				
DETAIL(S) Target Technical Result Reason	DESCRIPTION Enables data to be organized by the reason for the technical result—for example, AbandonedWhileRinging, AnsweredByAgent, and RouteOnNoAnswer.			
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR_RCV.RESULT_REASON			DATA TYPE Character

Target Technical Result

Target Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, `Puller`, `Received`, and `RoutedTo`.	
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR_RCV.RESOURCE_ROLE	**DATA TYPE** Character
Target Technical Result Role Reason	**DESCRIPTION** Enables data to be organized by the reason of the resource role—for example, `Conference-Initiator`, `ConferenceJoined`, and `PulledBackTimeout`.	
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR_RCV.ROLE_REASON	**DATA TYPE** Character

Technical Result

CLASS(ES) Detail\Flow Detail\Handling Attempt	**DATA MART TABLE.COLUMN** TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT			**INTERNAL METRIC ID** IF_TECHNICAL_RESULT IRF_TECHNICAL_RESULT	
	LIST OF VALUES None	**DATA TYPE** Character	**INTRODUCED IN** 7.6.2		
DESCRIPTION This dimension enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, `Abandoned`, `Completed`, `Diverted`, `Pulled`, and `Transferred`.					
DETAIL(S) Technical Result Reason	**DESCRIPTION** Enables data to be organized by the reason for the technical result—for example, `Abandoned-WhileRinging`, `AnsweredByAgent`, and `RouteOnNoAnswer`.				
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESULT_REASON			**DATA TYPE** Character	
Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, `Puller`, `Received`, and `RoutedTo`.				
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESOURCE_ROLE			**DATA TYPE** Character	
Technical Result Role Reason	**DESCRIPTION** Enables data to be organized by the reason of the resource role—for example, `Conference-Initiator`, `ConferenceJoined`, and `PulledBackTimeout`.				
	DATA MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.ROLE_REASON			**DATA TYPE** Character	

Tenant Name

CLASS(ES) Service Objects	**DATA MART TABLE.COLUMN** TENANT.TENANT_NAME			**INTERNAL METRIC ID** TENANT	
	LIST OF VALUES tenantname_lov	**DATA TYPE** Character	**INTRODUCED IN** 7.6.0		
DESCRIPTION This dimension enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the universe connection that you define points to only one tenant schema in the Info Mart. New connections are required for access to other tenant schemas. For more information, refer to the *Genesys Interactive Insights 8.1 Deployment Guide.*					

TimeRangeEndKey

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	RELATIVE_RANGE.RANGE_END_KEY–1			TIME_RANGE_END_KEY
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Number	8.0.0	
DESCRIPTION				
This hidden dimension enables data to be organized by end of a preset date range. This dimension is used for internal computations.				

TimeRangeKey

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	AGR_TIME_RANGE.TIME_RANGE_KEY (Release 8.1.0) AGR_SCFG.SCFG_KEY (Release 8.1.1)			TIME_RANGE_KEY
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Number	7.6.0	
DESCRIPTION				
This dimension enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the service-time intervals that are used by the Speed of Accept and Abandon Delay reports.				

TimeRangeStartKey

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	RELATIVE_RANGE.RANGE_START_KEY			TIME_RANGE_START_KEY
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Number	8.0.0	
DESCRIPTION				
This hidden dimension enables data to be organized by beginning of a preset date range. This dimension is used for internal computations.				

Transfer Hint

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Service Objects	/*+ INDEX(INTERACTION_FACT_GI2.f PK_INTERCTN_FT) INDEX(MEDIATION_SEGMENT_FACT_GI2.f PK_M_SEGMENT_FACT) INDEX(MEDIATION_SEG_FACT_RCV_GI2.f PK_M_SEGMENT_FACT) */ 1			TRANSFER_HINT
	LIST OF VALUES	DATA TYPE	INTRODUCED IN	
	None	Number	8.1.1	
DESCRIPTION				
This dimension stores the commented instruction that is passed to the Oracle RDBMS to optimize the query in which this dimension is used. **Note:** The query statement block can contain only one such hint which must immediately follow the SELECT keyword. If you alter the report in which this dimension is used, make sure this dimension remains first within the Web Intelligence query panel.				

Week

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast Time	DATE_TIME.LABEL_YYYY_WE			F_WEEK WEEK
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WE format.				

Workbin Owner

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Queue	WORKBIN.WORKBIN_OWNER_NAME			Q_WORKBIN_OWNER_N AME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.4	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by Workbin Owner.				

Workbin Type

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Queue	WORKBIN.WORKBIN_TYPE_CODE			Q_WORKBIN_TYPE_COD E Q_WORKBIN_RESOURCE _NAME
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 8.1.4	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by Workbin Type.				
DETAIL(S) Workbin Name	**DESCRIPTION** Enables data within the reporting interval to be organized by Workbin Name.			
	DATA MART TABLE.COLUMN WORKBIN.WORKBIN_RESOURCE_NAME		DATA TYPE Character	

Year

CLASS(ES)	DATA MART TABLE.COLUMN			INTERNAL METRIC ID
Time\Forecast Time	FORECAST_DATE_TIME.LABEL_YYYY DATE_TIME.LABEL_YYYY			F_YEAR YEAR
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	
DESCRIPTION				
This dimension enables data within the reporting interval to be organized by year, in four-digit format (YYYY).				

4

Interactive Insights Conditions

A *condition* is a predefined `WHERE` clause that can be inserted into a `SELECT` statement inferred by objects that are used in an Interactive Insights report. Conditions are defined as part of a universe and are represented by a yellow funnel ⧩ in the Business Objects Universe Designer (see Figure 8 on).

Use of conditions narrows down the result set that is returned by a report prompting for user input to complete the report query.

This chapter describes the conditions that are provided in the Genesys Interactive Insights universe. It contains the following sections:

List of Conditions, by Class

This section lists all conditions that are provided within the Interactive Insights universes for Genesys Info Mart.

Listing of GI2 Conditions

Interactive Insights for Genesys Info Mart defines the following conditions, which are grouped by the classes in which they are found:

Activity	**Activity** (continued)
Agent	Interaction Type
Agent Group	Media Type
Agent – Queue A Group Combination	PreSetAndDate
Agent – Queue Q Group Combination	PreSetAndDateRange
DateRange	Queue
Group Combination	

Activity User Data Example
Category
Classify Actionability Category
Classify Sentiment Category
Influence Category

Agent Contact
Agent
Agent Group
Business Result
Campaign
Campaign Group
DateRange
Group Combination
Interaction Type
Media Type
PreSetAndDate
PreSetAndDateRange

Agent Detail
Media Type

BA User Data Example
Category
Classify Actionability Category
Classify Sentiment Category
Influence Category

Business Attribute
Business Result
Customer Segment
DateRange
Interaction Type
Media Type
PreSetAndDateRange
Service Subtype
Service Type

Contact Attempt
Business Result
Campaign
Contact List
DateRange
Media Type
PreSetAndDate
PreSetAndDateRange

Flow
Customer ID

Forecast
Forecast DateRange

Handling Attempt
Agent Group Combination (Target)
Agent (Target)
Customer ID
From
Interaction ID
Interaction Type
Media Type
PreSetAndDayAndTimeRange
Queue
To

Interaction State
Group Combination

Ixn State
Interaction Type
Ixn State PreSetAndDayAndTimeRange

Queue
Group Combination
Group Combination ABN
Group Combination ANS
Interaction Type
Media Type
PreSetAndDateRange
PreSetAndDateRange Abn
PreSetAndDateRange Ans
Queue
Queue Group

Service Objects
Agent (single)
Agent Cascade
Interaction Type Outbound
Media Type Email
Media Type Voice
Queue Cascade

Session
Group Combination Detail Session
Session PreSetAndDate

State
Agent State PreSetAndDate
Agent State
 PreSetAndDayAndTimeRange
Agent State Reason PreSetAndDate
Agent State Reason PreSetAnd-
 DayAndTimeRange
Group Combination Detail State

State and Reason
Not Ready State Type Code
Reason Code Type

Summarized State
Group Combination Rsn
Group Combination Sess
PreSetAndDate
PreSetAndDateRange

Time
Date
DateRange
DateRange PrevYear
Day Condition
Hour Condition
Hours
Month Condition
Months For LastYear
PreSetAndDate
PreSetAndDateRange
PreSetDayByName
PreSetDateRangeByName
Quarter Condition
Subhour Condition
Week Condition
Year Condition

Transfer
From
Interaction ID
Interaction Type
Media Type
PreSetAndDayAndTimeRange
Source Handling Resource Name
Source Handling Resource Type
Target Handling Resource Name
Target Handling Resource Type
To

General Notes About Conditions

The full name of a condition includes the class in which the condition belongs. For example, the proper name of the `Media Type` condition is one of the following:

- `Activity\Media Type`
- `Agent Contact\Media Type`
- `Agent Detail\Media Type`
- `Business Attribute\Media Type`
- `Contact Attempt\Media Type`
- `Handling Attempt\Media Type`
- `Queue\Media Type`
- `Transfer\Media Type`

This is the case because this condition appears in all eight classes. For simplicity, this chapter excludes the class name whenever a condition is referenced. The reports employ many of the conditions in the user prompts that allow you to specify the contact center objects on which the report is to furnish data. Figure 6 illustrates one user prompt in the `Agent Login-Logout Details` Interactive Insights report, after having specified to show the list of values for this field. (This particular list might contain different preset values for other reports.)
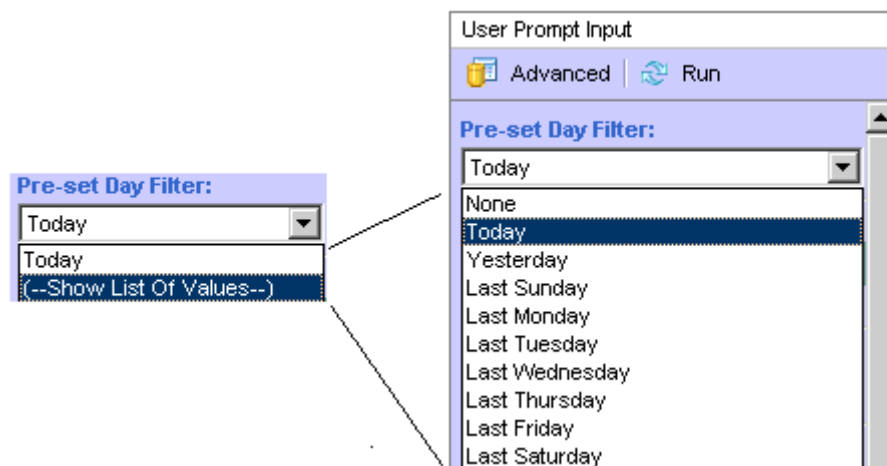
Figure 6:   The Pre-set Date Filter User Prompt in InfoView References a Condition

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Note: The reports display `No Values` in these list boxes when access to the database is at issue. If this occurs, check your connection and verify that the Data Mart RDBMS is still operating and that a JDBC driver is installed and properly configured.

The corresponding condition that populates the `Pre-set Day Filter` field for the `Agent Login-Logout Details Report` is the `Sess PreSetAndDate` condition, which is shown in Figure 7 along with five other conditions. (Editing the report in Web Intelligence enables you to view the building blocks of the report query.)
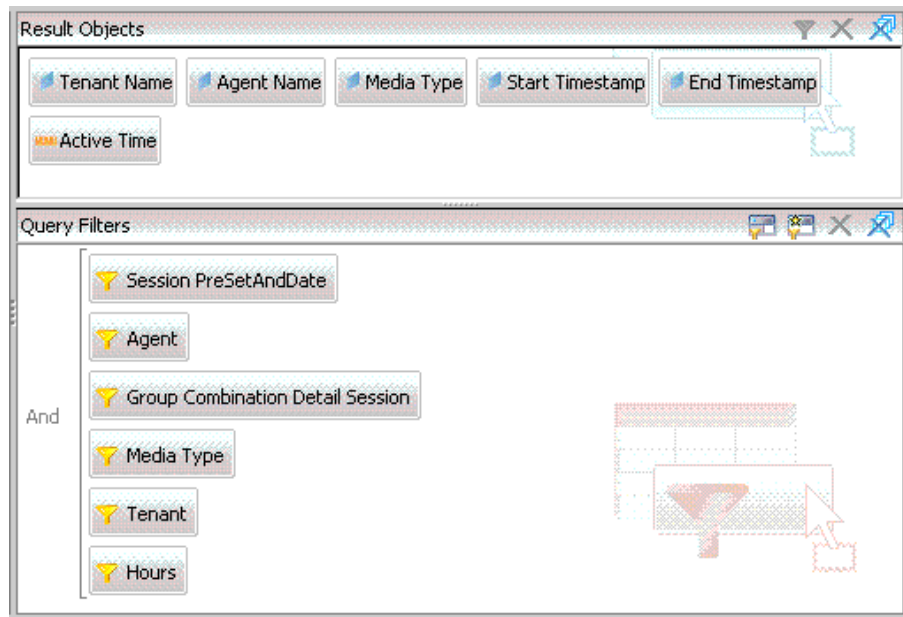
Figure 7:   Viewing a Report's Query Reveals the Conditions Used

Also, using Designer, you can view the condition's entire definition, a portion of which is shown in Figure 8.

In the current design of Interactive Insights reports, conditions that require user input function in conjunction with the predefined and dynamic lists of values that are described beginning on page 149. The following descriptions of these conditions reveal such pairings. The user-designated values that are returned by one condition, however, are not validated against or checked for logical agreement with the user-designated values that are returned by another condition within the same report. So, in the example where a report prompts for both Agent Group and Agent Name—two non-disjoint sets—and you specify values for each, the report query conjoins your selections in the WHERE clause and the report query, when it is run, returns records in which both the Agent Group and Agent conditions are met.

Refer to the "Building Universes" chapter in the Business Objects *Universe Designer* guide for additional information about Business Objects conditions and other universe elements.
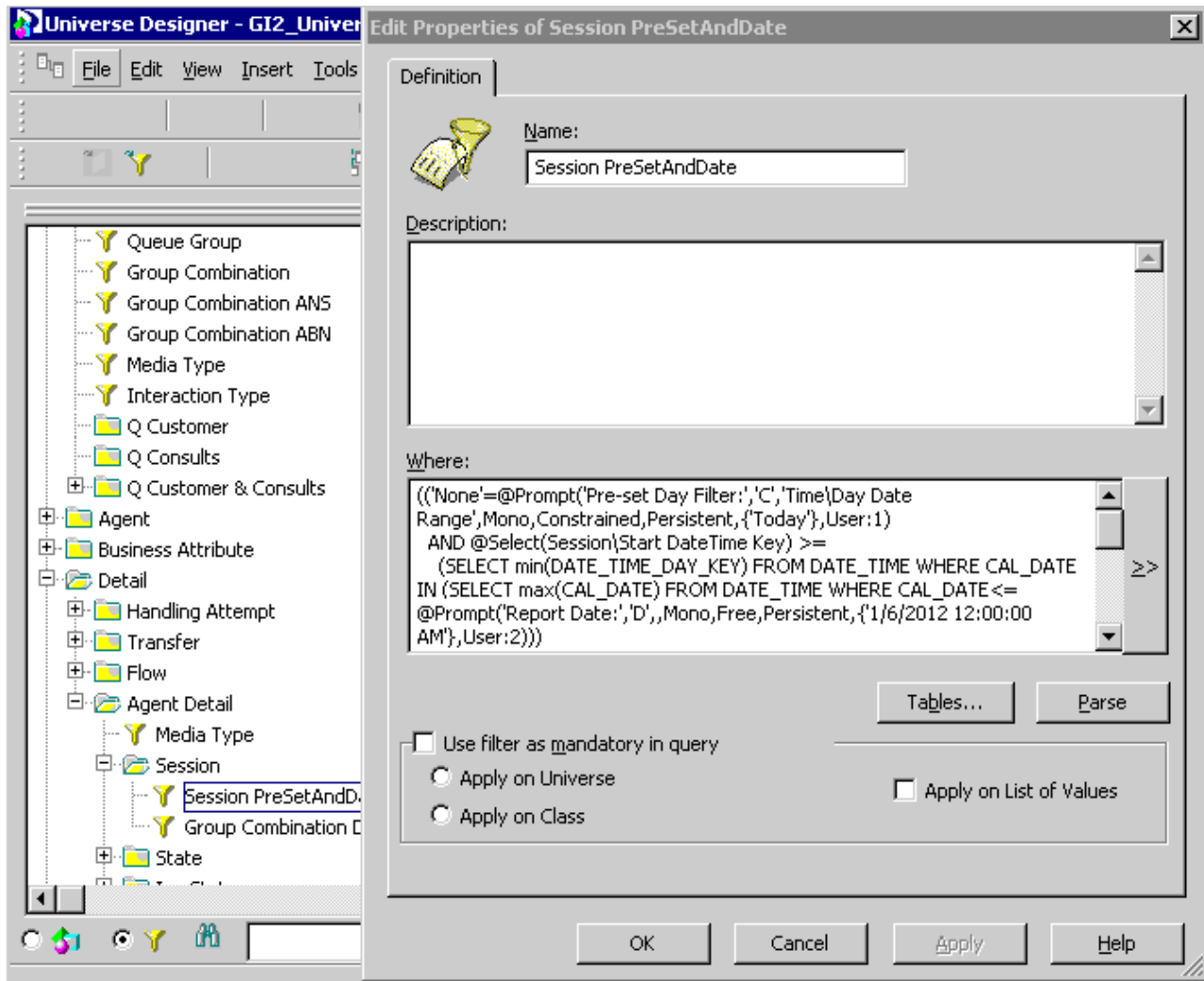
Figure 8:   Properties of the Sess PreSetAndDate Condition in Designer

Description of Form Labels

Form Title	The name of the Interactive Insights condition.
Class(es)	Lists the classes in which the condition is defined in Designer.
Introduced In	Lists the release in which the condition was first introduced.
Description	Describes aspects of the condition including the number of values that you can specify, whether you can type in your own values, and a default value if no other selection is made before running the report. Note that if you clear the default value and make no other selection, any report will prompt you for a specific value when you attempt to run it.
Called LOV	The "list of values" on which this condition relies to populate the selection pool. The links provided in this area of the form take you to the corresponding list of values. See Chapter 5 on page 149 for additional information.

General Comments about Combination Conditions

Interactive Insights includes several `Combination` conditions which are tailored to filter results from either a specific Info Mart `FACT` table or a specific group of aggregate tables. Using these conditions instead of the generic `Agent Group` and `Queue Group` conditions improves query performance.

If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the `Group Combination` condition within the report with the appropriate corresponding condition for that fact or aggregate set. If you create a new report that prompts users for agent group(s) or queue group(s) selection, you should also add the corresponding `Group Combination` condition to the report. Refer to "Remove Combination Objects" in the *Interactive Insights Users Guide* for more information about `Combination` objects.

GI2 Conditions

Agent

CLASS(ES)	DESCRIPTION
Activity Agent Contact **INTRODUCED IN** 7.6.0 **CALLED LOV** agentname_lov	This condition prompts you to select values from the `Agent` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent(s) or a selection of `ALL`, which makes available all agents for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

Agent (single)

CLASS(ES)	DESCRIPTION
Service Objects **INTRODUCED IN** 8.0.0 **CALLED LOV** agentnamesingle_lov	This condition prompts you to select values from the `Agent` list box of the `Agent Details Activity` Interactive Insights report. The prompt for this condition recognizes a selection of one and only one agent.

Agent Cascade

CLASS(ES)	DESCRIPTION
Service Objects **INTRODUCED IN** 8.1.001 **CALLED LOV** agentcascade_lov	Similar to the Agent condition, this condition prompts you to select values from the `Agent` list box of agent-based Interactive Insights reports when reports are customized to incorporate cascading prompt functionality. Refer to "Using Cascading Prompts" in the *Interactive Insights User's Guide* for more information.

Agent Group

CLASS(ES)	DESCRIPTION
Activity Agent Contact **INTRODUCED IN** 7.6.0 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

Agent Group Combination (Target)

CLASS(ES)	DESCRIPTION
Handling Attempt **INTRODUCED IN** 7.6.2 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Target Agent Group` list box of detailed interaction-related Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

Agent – Queue A Group Combination

CLASS(ES)	DESCRIPTION
Activity **INTRODUCED IN** 7.6.0 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run. This condition restricts the rows that are returned from the `AG2_AGENT_QUEUE` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination, Group Combination Sess, Group Combination, and Group Combination Rsn conditions whose restrictions are in place for different aggregate tables.

Agent – Queue Q Group Combination

CLASS(ES)	DESCRIPTION
Activity **INTRODUCED IN** 7.6.0 **CALLED LOV** queuegroup_lov	This condition prompts you to select values from the `Queue Group` list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue groups or a selection of `ALL`, which makes available all queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run. This condition restricts the rows that are returned from the `AG2_AGENT_QUEUE` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination, Group Combination ABN, and Group Combination ANS conditions whose restrictions are in place for different aggregate tables.

Agent State PreSetAndDate

CLASS(ES)	DESCRIPTION
State	This condition prompts you to select a date from the `PreSet Date Filter` or `Report Date` user prompts. This condition restricts the rows that are returned from the `SM_RES_STATE_FACT` table to those that match the selected date. In this regard, this condition differs from the `PreSetAndDate` and `Session PreSetAndDate` conditions, for instance, whose restrictions are in place for a different aggregate and summarized fact table.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Agent State PreSetAndDayAndTimeRange

CLASS(ES)	DESCRIPTION
State	This condition prompts you to select a date or date range from the `PreSet Date Filter` or `Start/End Date` user prompts. This condition restricts the rows that are returned from the `SM_RES_STATE_FACT` table to those that match the selection. In this regard, this condition differs from the `Ixn State PreSetAndDayAndTimeRange` condition, for instance, whose restrictions are in place for a different summarized fact table.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Agent State Reason PreSetAndDate

CLASS(ES)	DESCRIPTION
State	This condition prompts you to select a date from the `PreSet Date Filter` or `Report Date` user prompts. This condition restricts the rows that are returned from the `SM_RES_STATE_REASON_FACT` table to those that match the selected date. In this regard, this condition differs from the `PreSetAndDate` and `Session PreSetAndDate` conditions, for instance, whose restrictions are in place for different summarized fact tables.
INTRODUCED IN 8.1.100.20	
CALLED LOV None	

Agent State Reason PreSetAndDayAndTimeRange

CLASS(ES)	DESCRIPTION
State	This condition prompts you to select a date or date range from the `PreSet Date Filter` or `Start/End Date` user prompts. This condition restricts the rows that are returned from the `SM_RES_STATE_REASON_FACT` table to those that match the selection. In this regard, this condition differs from the `Ixn State PreSetAndDayAndTimeRange` condition, for instance, whose restrictions are in place for a different summarized fact table.
INTRODUCED IN 8.1.100.20	
CALLED LOV None	

Agent (Target)

CLASS(ES)	DESCRIPTION
Handling Attempt	This condition prompts you to select values from the `Target Agent` list box of detailed interaction-related Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent(s) or a selection of `ALL`, which makes available all agents for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.2	
CALLED LOV agentname_lov	

Business Result

CLASS(ES) Agent Contact Business Attribute Contact Attempt	DESCRIPTION This condition prompts you to select values from the `Business Result` list box of the `Interaction Volume` Interactive Insights reports. The condition recognizes a selection of one or more business-result attribute(s) or a selection of `ALL`, which returns all configured business results that are defined for the given tenant. If the default is used, the reports include all business result values in the resultant set when the report is run.
INTRODUCED IN 7.6.1	
CALLED LOV businessresult_lov	

Campaign

CLASS(ES) Agent Contact Contact Attempt	DESCRIPTION This condition prompts you to select values from the `Campaign` list box of the Outbound Contact Interactive Insights reports. The condition recognizes a selection of one or more campaigns or a selection of `ALL`, which returns all configured campaigns that are defined within the given tenant. If the default is used, the reports include all campaign values in the resultant set when the report is run.
INTRODUCED IN 8.0.1	
CALLED LOV campaignname_lov	

Campaign Group

CLASS(ES) Agent Contact	DESCRIPTION This condition prompts you to select values from the `Campaign Group` list box of the Outbound Contact Interactive Insights reports. The condition recognizes a selection of one or more campaign groups or a selection of `ALL`, which returns all configured campaign groups that are defined within the given tenant. If the default is used, the reports include all campaign group values in the resultant set when the report is run.
INTRODUCED IN 8.0.1	
CALLED LOV campaigngroupname_lov	

Category

CLASS(ES) Activity User Data Example BA User Data Example	DESCRIPTION This condition prompts you to select values from the `Category` list box of the social-media Interactive Insights reports. The condition recognizes a selection of one or more categories or a selection of `ALL`, which returns all categories that are defined within the given tenant. If the default is used, the reports include all category values in the resultant set when the reports are run.
INTRODUCED IN 8.1.1	
CALLED LOV categoryname_lov	

Classify Actionability Category

CLASS(ES) Activity User Data Example BA User Data Example	DESCRIPTION This condition prompts you to select values from the `Class Actionability Category` list box of the social-media Interactive Insights reports. The condition recognizes a selection of one or more categories or a selection of `ALL`, which returns all class actionability categories that are defined within the given tenant. If the default is used, the reports include all category values in the resultant set when the reports are run.
INTRODUCED IN 8.1.1	
CALLED LOV clactionabilitycategoryname_lov	

Classify Sentiment Category

CLASS(ES)	DESCRIPTION
Activity User Data Example BA User Data Example	This condition prompts you to select values from the `Class Sentiment Category` list box of the social-media Interactive Insights reports. The condition recognizes a selection of one or more categories or a selection of `ALL`, which returns all class sentiment categories that are defined within the given tenant. If the default is used, the reports include all category values in the resultant set when the reports are run.
INTRODUCED IN 8.1.1	
CALLED LOV clsentimentcategoryname_lov	

Contact List

CLASS(ES)	DESCRIPTION
Contact Attempt	This condition prompts you to select values from the `Contact List` list box of the Outbound Contact Interactive Insights reports. The condition recognizes a selection of one or more calling lists or a selection of `ALL`, which returns all configured campaigns that are defined within the given tenant. If the default is used, the reports include all calling list values in the resultant set when the report is run.
INTRODUCED IN 8.0.1	
CALLED LOV callinglist_lov	

Customer ID

CLASS(ES)	DESCRIPTION
Flow Handling Attempt	This condition prompts you to select values from the `Customer ID` list box in some of the `Detail` Interactive Insights reports. The condition recognizes a selection of one or more customer ID(s), separated by semicolons (;), or a selection of `ALL`, which returns all external IDs that are defined for the given tenant. If the default is used, the reports include all customer ID values in the resultant set when the report is run.
INTRODUCED IN 7.6.2	
CALLED LOV None	

Customer Segment

CLASS(ES)	DESCRIPTION
Business Attribute	This condition prompts you to select values from the `Customer Segment` list box of the `Interaction Volume` Interactive Insights reports. The condition recognizes a selection of one or more customer-segment attribute(s) or a selection of `ALL`, which returns all configured customer segments that are defined for the given tenant. If the default is used, the reports include all customer segment values in the resultant set when the report is run.
INTRODUCED IN 7.6.1	
CALLED LOV customersegment_lov	

Date

CLASS(ES)	DESCRIPTION
Time	This condition prompts you to specify one date in the `Report Date` field of some Interactive Insights reports. This single date marks both the start and end time ranges that correspond to the boundaries of the selected date. If the default is used, the reports use `1/6/2012` as the single day on which to generate data. Many reports prompt for both a preset date and a report date. If you make incompatible selections at these prompts, the reports will use the value that is indicated by the preset date.
INTRODUCED IN 7.6.0	
CALLED LOV None	

DateRange

CLASS(ES)	DESCRIPTION
Activity Agent Contact Business Attribute Contact Attempt Time	This condition prompts you to select `Start Date` and `End Date` on many of the Interactive Insights reports. On such reports, Interactive Insights can also prompt for a preset date. Where values are specified at both prompts, the reports use the value specified in the preset date and ignore the values set within the `Start Date` and `End Date` prompts. The default start and end dates in the reports are `1/1/2012` and `12/31/2012`, respectively.
INTRODUCED IN 7.6.0	
CALLED LOV daterange_lov	For performance reasons, this condition or variations thereof is provided in more than one class. Within the `Time` class, this condition references date keys directly from the `DATE_TIME` Info Mart. In all other classes, this condition references the date keys from the corresponding aggregate tables and views.

DateRange PrevYear

CLASS(ES)	DESCRIPTION
Time	This condition prompts you to select `Start Date` and `End Date` for the previous year on some Interactive Insights reports. On such reports, Interactive Insights may also prompt for a preset date. Where values are specified at both prompts, the reports use the value specified in the preset date and ignore the values set within the `Start Date` and `End Date` prompts.
INTRODUCED IN 8.0.0	
CALLED LOV	

Day Condition

CLASS(ES)	DESCRIPTION
Time	In the 7.6.*x* releases, this condition is used to set compatibility of the `Day` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Day Condition` corresponds to the `Day` dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

Forecast DateRange

CLASS(ES)	DESCRIPTION
Forecast	This condition prompts you to select `Start Date`, `End Date`, and `Forecast Thru Date` on the `Interaction Volume Service Type Trend` Interactive Insights report. The default start and end dates in the reports are `1/1/2012` and `12/31/2012` respectively.
INTRODUCED IN 8.1.0	
CALLED LOV daterange_lov	

From

CLASS(ES)	DESCRIPTION
Handling Attempt Transfer	This condition prompts you to select values from the `From` list box of the Interaction Detail Interactive Insights reports. The condition recognizes a selection of one or more source address(es) or a selection of `ALL`, which returns all source addresses that are stored in the Info Mart interaction fact tables for the given tenant. If the default is used, the reports include all values in the resultant set when the report is run.
INTRODUCED IN 7.6.2	
CALLED LOV None	**Note:** This condition was previously named `ANI`.

Group Combination

CLASS(ES)	DESCRIPTION
Activity **INTRODUCED IN** 7.6.0 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run. This condition restricts the rows that are returned from the `AG2_AGENT` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination Sess, Agent – Queue A Group Combination, Group Combination, and Group Combination Rsn conditions whose restrictions are in place for different aggregate table(s). **Note:** This condition was previously named `Agent Group Combination`.

Group Combination

CLASS(ES)	DESCRIPTION
Agent Contact **INTRODUCED IN** 8.0.1 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run. This condition restricts the rows that are returned from the `AG2_AGENT_CAMPAIGN` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination Sess, Agent – Queue A Group Combination, Group Combination, and Group Combination Rsn conditions whose restrictions are in place for different aggregate table(s).

Group Combination

CLASS(ES)	DESCRIPTION
Interaction State **INTRODUCED IN** 7.6.0 **CALLED LOV** agentgroup_lov	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run. This condition restricts the rows that are returned from the `AG2_I_AGENT` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination, Group Combination Sess, Agent – Queue A Group Combination, and Group Combination Rsn conditions whose restrictions are in place for different aggregate table(s). **Note:** This condition was previously named `Agent State Group Combination`.

Group Combination

CLASS(ES)	DESCRIPTION
Queue	This condition prompts you to select values from the `Queue Group` list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of `ALL`, which makes available all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV queuegroup_lov	This condition restricts the rows that are returned from the `AG2_QUEUE` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Agent – Queue Q Group Combination, Group Combination ABN, and Group Combination ANS conditions whose restrictions are in place for different aggregate table(s).
	Note: This condition was previously named `Queue Group Combination`.

Group Combination ABN

CLASS(ES)	DESCRIPTION
Queue	This condition prompts you to select values from the `Queue Group` list box of the `Abandon Delay` Interactive Insights report. The prompt for this condition recognizes a selection of one or more queue groups or a selection of `ALL`, which makes available all queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV queuegroup_lov	This condition restricts the rows that are returned from the `AG2_QUEUE_ABN` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Agent – Queue Q Group Combination, Group Combination, and Group Combination ANS conditions whose restrictions are in place for different aggregate table(s).
	Note: This condition was previously named `Queue Group Combination ABN`.

Group Combination ANS

CLASS(ES)	DESCRIPTION
Queue	This condition prompts you to select values from the `Queue Group` list box of the `Speed of Accept` GI2 reports. The prompt for this condition recognizes a selection of one or more queue groups or a selection of `ALL`, which makes available all queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV queuegroup_lov	This condition restricts the rows that are returned from the `AG2_QUEUE_ACC_AGENT` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Agent – Queue Q Group Combination, Group Combination, and Group Combination ABN conditions whose restrictions are in place for different aggregate table(s).
	If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the `Group Combination` condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for queue group(s) selection, you should also add the corresponding `Group Combination` condition to the report.
	Note: This condition was previously named `Queue Group Combination ANS`.

Group Combination Detail Session

CLASS(ES)	DESCRIPTION
Session	This condition prompts you to select values from the `Agent Group` list box of agent-session Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL,` which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV agentgroup_lov	This condition restricts the rows that are returned from the `SM_RES_STATE_FACT` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination Detail State condition whose restrictions are in place for a different summarized fact table.
	Note: This condition was previously named `Agent State Group Combination Detail Session.`

Group Combination Detail State

CLASS(ES)	DESCRIPTION
State	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL,` which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV agentgroup_lov	This condition restricts the rows that are returned from the `SM_RES_STATE_FACT` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination Detail Session condition whose restrictions are in place for a different summarized table(s).

Group Combination Rsn

CLASS(ES)	DESCRIPTION
Summarized State	This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL,` which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV agentgroup_lov	This condition restricts the rows that are returned from the `AG2_I_STATE_RSN` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination, Group Combination Sess, and Agent – Queue A Group Combination conditions whose restrictions are in place for different aggregate table(s).
	Note: This condition was previously named `Agent State Group Combination Detail Rsn.`

Group Combination Sess

| CLASS(ES)
Summarized State

INTRODUCED IN
7.6.0

CALLED LOV
agentgroup_lov | DESCRIPTION
This condition prompts you to select values from the `Agent Group` list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of `ALL`, which makes available all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

This condition restricts the rows that are returned from the `AG2_I_SESS_STATE` aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the Group Combination, Agent – Queue A Group Combination, Group Combination, and Group Combination Rsn conditions whose restrictions are in place for different aggregate table(s).

Note: This condition was previously named `Agent-Interval Group Combination`. |

Hour Condition

| CLASS(ES)
Time

INTRODUCED IN
7.6.0

CALLED LOV
None | DESCRIPTION
In the 7.6.*x* releases, this condition is used to set compatibility of the `Hour` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Hour Condition` corresponds to the `Hour` dimension. |

Hours

| CLASS(ES)
Time

INTRODUCED IN
7.6.0

CALLED LOV
hour_lov | DESCRIPTION
This condition prompts you to select two values: one from the `From Hour` list box and the other from the `To Hour` list box for those Interactive Insights reports that provide hourly breakdown of performance within the contact center. The resultant report data falls between the start of the `From Hour` and the end of the `To Hour`. If the default is used, the reports use the first and last hours, respectively, of a given day on which to generate data.

Report users should take care not to chose a `To Hour` that falls before the `From Hour`, because the reports do not validate that logical values were specified for these prompts. |

Influence Category

| CLASS(ES)
Activity User Data Example
BA User Data Example

INTRODUCED IN
8.1.1

CALLED LOV
influencecategoryname_lov | DESCRIPTION
This condition prompts you to select values from the `Influence Category` list box of the social-media Interactive Insights reports. The condition recognizes a selection of one or more categories or a selection of `ALL`, which returns all influence categories that are defined within the given tenant. If the default is used, the reports include all category values in the resultant set when the reports are run. |

Interaction ID

CLASS(ES)	DESCRIPTION
Handling Attempt Transfer	This condition prompts you to specify a value in the `Interaction ID` field of some `Detail` reports. The default value, `0,` enables the return of all interaction IDs that satisfy the report's other criteria.
INTRODUCED IN 7.6.2	
CALLED LOV None	

Interaction Type

CLASS(ES)	DESCRIPTION
Activity Ixn State Agent Contact Queue Business Attribute Transfer Handling Attempt	This condition prompts you to specify a value in the `Interaction Type` field of most reports.
INTRODUCED IN 8.0.0	
CALLED LOV interactiontype_lov	

Interaction Type Outbound

CLASS(ES)	DESCRIPTION
Service Objects	This condition preselects `OUTBOUND` as the interaction type that is used to filter results in Outbound Contact Interactive Insights reports.
INTRODUCED IN 8.0.1	
CALLED LOV None	

Ixn State PreSetAndDayAndTimeRange

CLASS(ES)	DESCRIPTION
Ixn State	This condition uses the values you specify at the date and time prompts of the report to filter the `Start Timestamp` values class that are returned.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Media Type

CLASS(ES)	DESCRIPTION
Activity Contact Attempt Agent Contact Handling Attempt Agent Detail Queue Business Attribute Transfer	This condition prompts you to specify a value in the `Media Type` field of most reports.
INTRODUCED IN 8.0.0	
CALLED LOV mediatype_lov	

Media Type Email

CLASS(ES)	DESCRIPTION
Service Objects	This condition preselects `EMAIL` as the media type that is used to filter results in the Interactive Insights reports.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Media Type Voice

CLASS(ES)	DESCRIPTION
Service Objects	This condition preselects `VOICE` as the media type that is used to filter results in the Interactive Insights reports.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Month Condition

CLASS(ES)	DESCRIPTION
Time	In the 7.6.*x* releases, this condition was used to set compatibility of the `Month` dimension with corresponding aggregate table(s). If you customize an existing 7.6.*x* Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Month Condition` corresponds to the `Month` dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

Months For LastYear

CLASS(ES)	DESCRIPTION
Time	Using the dates that you specify in the `Report` prompt, this condition is used to filter results based both on the specified date range and date range exactly one year prior. This condition is reserved for internal use only in the `Interaction Volume Summary Report`.
INTRODUCED IN 8.0.0	
CALLED LOV None	

Not Ready State Type Code

CLASS(ES)	DESCRIPTION
State and Reason	This condition provides a filter on agent state types for the `Not Ready` Interactive Insights reports and appears in no user prompts. The condition restricts the resultant set those records where `RESOURCE_STATE.STATE_TYPE_CODE = 'NOTREADY'` (or null).
INTRODUCED IN 7.6.0	
CALLED LOV None	**Note:** This condition was previously named `State Type Code`.

PreSetAndDate

CLASS(ES)		DESCRIPTION
Activity	Summarized State	This condition provides two prompts from which report users select one date:
Agent Contact	Time	
Contact Attempt		• The `Pre-set Date Filter` list box
INTRODUCED IN		• The `Report Date` list box
7.6.0		If a selection is made in both list boxes, the reports will use the value that is specified in the `Pre-set Date Filter` list over the value that is specified in the `Report Date` list. If the user specifies no value in either prompt and the default values are used, the reports use `1/6/2012` as the single day on which to generate data.
CALLED LOV		
daydaterange_lov		For performance reasons, this condition is provided in more than one class. Within the Time class, this condition references date keys directly from the `DATE_TIME` Info Mart. In all other classes, this condition references the date keys from the corresponding aggregate tables and views.

PreSetAndDateRange

CLASS(ES)		DESCRIPTION
Activity	Queue	This condition provides three prompts from which report users select one of the following:
Agent Contact	Summarized	
Business Attribute	State	• One date from the `Pre-set Date Filter` list box
Contact Attempt	Time	• One date from the `Start Date` list box and one date from the `End Date` list box
INTRODUCED IN		If a selection is made in both the `Pre-set Date Filter` list box and the `Start Date` and `End Date` list boxes, the reports will use the value that is specified in the `Pre-set Date Filter` list over the start and end date values.
7.6.0		
CALLED LOV		The one selection in the `Pre-set Date Filter` list box marks both the start and end time ranges that correspond to the boundaries of the selected preset date.
None		
		If the user specifies no value in either set of prompts and the original default values are used, the reports use `1/1/2012` as the beginning of the date range and `12/31/2012` as the end date range. If, however, the user clears these values, the reports use no value at all and will not run until values are specified.
		Report users should take care not to choose an `End Date` that falls before the `Start Date`, because the report does not validate that logical values were specified for these prompts.
		For performance reasons, this condition is provided in more than one class. Within the Time class, this condition references the date and time keys directly from the `DATE_TIME` Info Mart. In all other classes, this condition references the date/time keys from the corresponding aggregate tables and views.

PreSetAndDateRange Abn

CLASS(ES)	DESCRIPTION
Queue	This condition provides the same functionality as PreSetAndDateRange only this condition references the date/time keys exclusively from the `AG2_QUEUE_ABN` aggregate tables and views.
INTRODUCED IN	
8.0.0	
CALLED LOV	

PreSetAndDateRange Ans

CLASS(ES) Queue **INTRODUCED IN** 8.0.0 **CALLED LOV**	**DESCRIPTION** This condition provides the same functionality as PreSetAndDateRange only this condition references the date/time keys exclusively from the `AG2_QUEUE_ACC_AGENT` aggregate tables and views.

PreSetAndDayAndTimeRange

CLASS(ES) Handling Attempt Transfer **INTRODUCED IN** 7.6.2 **CALLED LOV** None	**DESCRIPTION** This condition uses the values you specify at the date and time prompts of the report to filter the start values that are returned.

PreSetDayByName

CLASS(ES) Time **INTRODUCED IN** 8.1.1 **CALLED LOV** None	**DESCRIPTION** This condition uses the relative preset date that you specify (for example, `Today` or `Yesterday`) to provide an actual date in the report header information section of all Interactive Insights reports.

PreSetDateRangeByName

CLASS(ES) Time **INTRODUCED IN** 8.1.1 **CALLED LOV** None	**DESCRIPTION** This condition uses the relative preset date range that you specify (for example, `Month to Date`) to provide the actual dates of the date range in the report header information section of all Interactive Insights reports that enable date-range selection.

Quarter Condition

CLASS(ES) Time **INTRODUCED IN** 7.6.0 **CALLED LOV** None	**DESCRIPTION** In the 7.6.*x* releases, this condition is used to set compatibility of the `Quarter` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Quarter Condition` corresponds to the `Quarter` dimension.

Queue

CLASS(ES)	DESCRIPTION
Activity Handling Attempt Queue **INTRODUCED IN** 7.6.0 **CALLED LOV** queue_lov	This condition prompts you to select values from the `Queue` or `Last Queue` list box of queue- or interaction detail-based Interactive Insights reports. The condition recognizes a selection of one or more queues or a selection of `ALL`, which returns all active queues that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run. The `queue_lov` is the universe element that initially populates the `Queue` and `Last Queue` list box.

Queue Cascade

CLASS(ES)	DESCRIPTION
Service Objects **INTRODUCED IN** 8.1.1 **CALLED LOV** queuecascade_lov	Similar to the Queue condition, this condition prompts you to select values from the `Queue` list box of queue-based Interactive Insights reports when reports are customized to incorporate cascading prompt functionality. Refer to "Using Cascading Prompts" in the *Interactive Insights User's Guide* for more information.

Queue Group

CLASS(ES)	DESCRIPTION
Queue **INTRODUCED IN** 7.6.0 **CALLED LOV** queuegroup_lov	This condition prompts you to select values from the `Queue Group` list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of `ALL`, which makes available all queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.

Reason Code Type

CLASS(ES)	DESCRIPTION
State and Reason **INTRODUCED IN** 7.6.0 **CALLED LOV** N/A	This condition prompts you to select one value from the `Reason Code Type` list box of the `Agent Not Ready Reason Code` Interactive Insights report. Typical reason code types found in this list are `HARDWARE` and `SOFTWARE`.

Service Subtype

CLASS(ES)	DESCRIPTION
Business Attribute **INTRODUCED IN** 7.6.0 **CALLED LOV** servicesubtype_lov	This condition prompts you to select values from the `Service Subtype` list box of the `Interaction Volume` Interactive Insights reports. The condition recognizes a selection of one or more service subtype(s) or a selection of `ALL`, which returns all configured service subtypes defined for the given tenant. If the default is used, the reports include all service subtype values in the resultant set when the report is run.

Service Type

CLASS(ES) Business Attribute INTRODUCED IN 7.6.0 CALLED LOV servicetype_lov	DESCRIPTION This condition prompts you to select values from the `Service Type` list box of the `Interaction Volume` Interactive Insights reports. The condition recognizes a selection of one or more service type(s) or a selection of `ALL,` which returns all configured service types that are defined for the given tenant. If the default is used, the reports include all service type values in the resultant set when the report is run.

Session PreSetAndDate

CLASS(ES) Session INTRODUCED IN 8.0.0 CALLED LOV None	DESCRIPTION This condition prompts you to select a date from the `PreSet Date Filter` or `Report Date` user prompts. This condition restricts the rows that are returned from the `SM_RES_SESSION_FACT` table to those that match the selected date. In this regard, this condition differs from the `Agent State PreSetAndDate` and `PreSetAndDate` conditions whose restrictions are in place for a different aggregate and summarized fact table respectively.

Source Handling Resource Name

CLASS(ES) Transfer INTRODUCED IN 8.1.1 CALLED LOV None	DESCRIPTION This condition prompts you to select values from the `Source Handling Resource Name` list boxes of the Transfer Detail Interactive Insights report. The prompt for this condition recognizes a selection of one or more handling resources, mediation resources, or `ALL,` which makes available all resources for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

Source Handling Resource Type

CLASS(ES) Transfer INTRODUCED IN 8.1.1 CALLED LOV None	DESCRIPTION This condition prompts you to select values from the `Source Handling Resource Type` list boxes of the Transfer Detail Interactive Insights report. The prompt for this condition recognizes a selection of one or more handling resource types, mediation resource types, or `ALL,` which makes available all resource types for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.

Subhour Condition

CLASS(ES) Time INTRODUCED IN 7.6.0 CALLED LOV None	DESCRIPTION In the 7.6.*x* releases, this condition is used to set compatibility of the `30 minutes` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Subhour Condition` corresponds to the `30 minutes` dimension.

Target Handling Resource Name

CLASS(ES)	DESCRIPTION
Transfer	This condition prompts you to select values from the `Target Handling Resource Name` list boxes of the Transfer Detail Interactive Insights report. The prompt for this condition recognizes a selection of one or more handling resources, mediation resources, or `ALL`, which makes available all resources for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 8.1.1	
CALLED LOV None	

Target Handling Resource Type

CLASS(ES)	DESCRIPTION
Transfer	This condition prompts you to select values from the `Target Handling Resource Type` list boxes of the Transfer Detail Interactive Insights report. The prompt for this condition recognizes a selection of one or more handling resource types, mediation resource types, or `ALL`, which makes available all resource types for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 8.1.1	
CALLED LOV None	

Tenant

CLASS(ES)	DESCRIPTION
Service Objects	This condition prompts you to select values from the `Tenant` list box of all reports. The condition recognizes a selection of one or more tenant(s) or a selection of `ALL`, which returns all configured tenants that are defined in the Info Mart for the given tenant. If the default is used, the reports include all tenant values in the resultant set when the report is run. The `tenantname_lov` is the universe element that initially populates the `Tenant` list box.
INTRODUCED IN 7.6.1	
CALLED LOV tenantname_lov	

To

CLASS(ES)	DESCRIPTION
Handling Attempt Transfer	This condition prompts you to select values from the `To` list box of the Interaction Detail Interactive Insights reports. The condition recognizes a selection of one or more target address(es) or a selection of `ALL`, which returns all target addresses that are stored in the Info Mart interaction fact tables for the given tenant. If the default is used, the reports include all values in the resultant set when the report is run. **Note:** This condition was previously named `DNIS`.
INTRODUCED IN 7.6.2	
CALLED LOV None	

Week Condition

CLASS(ES)	DESCRIPTION
Time	In the 7.6.*x* releases, this condition is used to set compatibility of the `Week` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Week Condition` corresponds to the `Week` dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

Year Condition

CLASS(ES)	DESCRIPTION
Time	In the 7.6.*x* releases, this condition is used to set compatibility of the `Year` dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the `Time` class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the `Time` class, you should also add the corresponding condition to the report. The `Year Condition` corresponds to the `Year` dimension.
INTRODUCED IN	
7.6.0	
CALLED LOV	
None	

5

Interactive Insights
List of Values

A *list of values* (LOV) contains data values that can be associated with a dimension. The LOVs that are used by Interactive Insights reports either consist of a limited number of predefined values or are dynamically generated from information that describes the configuration of resources in your contact center or enterprise.

This chapter describes the predefined lists of values that are provided for many of the user prompts (lookup fields) that are used in the Genesys Interactive Insights reports. It contains the following sections:

- Listing of LOVs, page 150
- Description of Form Labels, page 151
- GI2 Lists of Values, page 151

You invoke LOVs when you select values from the user prompts within an Interactive Insights report. For example, Figure 9 shows two prompts in the `Interaction Volume` reports that invoke the `servicetype_lov` and `servicesubtype_lov` lists of values. When you click `{--Show List Of Values--}`, Interactive Insights queries the corresponding fields in the Info Mart and displays the up-to-date listing of service subtypes (in this example) in the list box.
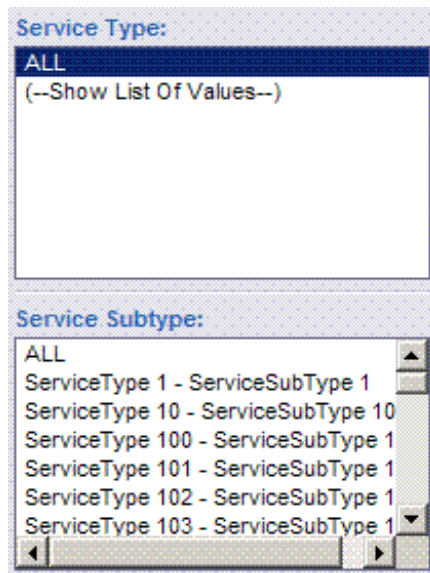
Figure 9:   Invoking a Dynamic LOV

Listing of LOVs

This section lists all lists of values that are provided within the Interactive Insights universes for Genesys Info Mart.

Listing of GI2 LOVs

Interactive Insights employs the following list of values in the prompts that are used by the Interactive Insights reports:

- agentcascade_lov
- agentgroup_lov
- agentname_lov
- agentnamesingle_lov
- ani_lov
- businessresult_lov
- callinglist_lov
- campaigngroupname_lov
- campaignname_lov
- categoryname_lov
- clactionabilitycategoryname_lov

- clsentimentcategoryname_lov
- customersegment_lov
- daterange_lov
- daydaterange_lov
- dnis_lov
- hour_lov
- influencecategoryname_lov
- interactionsubtype_lov
- interactiontype_lov
- mediatype_lov
- queue_lov

- queuecascade_lov
- queuegroup_lov
- reasontypecode_lov
- resourcename_lov
- resourcetype_lov
- servicesubtype_lov
- servicetype_lov
- strategyname_lov
- tenantname_lov

General Notes About LOVs

For additional information about lists of values and other universe elements, refer to the "Building universes" chapter in the Business Objects *Universe Designer* guide.

Description of Form Labels

Form Title   Displays the name of the Interactive Insights list of values.

LOV Type   Either `Predefined` or `Dynamic`.

Database Table.Column   Identifies the name of the column in the source database table from whence data is pulled.

Introduced In   Lists the generally available release in which the list of values was first introduced.

Discontinued In   Identifies the first, generally available release in which the list of values was no longer available.

Description   Describes the values that the LOV returns when it is invoked by an Interactive Insights report.

Note: Items that have been marked for deletion in the Info Mart, but that have not yet been purged, will appear as a value in lists of values.

GI2 Lists of Values

agentcascade_lov

PROMPT NAME Agent	**DESCRIPTION** Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agent groups in your contact center. When this list of values is invoked, the names of agents who belong to a particular agent group appear, in alphanumeric order, in the `Agent` list box of agent-related Interactive Insights reports. Refer to "Using Cascading Prompts" in the *Genesys Interactive Insights User's Guide* for more information.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** RESOURCE_GI2.AGENT_NAME WHERE RESOURCE_TYPE_CODE='AGENT' **Note:** The query includes two inner joins on the RESOURCE_GROUP_FACT and GROUP_ tables that restrict the selection of agents to a particular agent group.

agentgroup_lov

PROMPT NAME Agent Group	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agent groups in your contact center. When this list of values is invoked, the names of agent groups appear, in alphanumeric order, in the `Agent Group` list box of agent-related Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN GROUP_.GROUP_NAME WHERE GROUP_TYPE_CODE='UNKNOWN', 'AGENT', or 'NO_VALUE'

agentname_lov

PROMPT NAME Agent	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agents in your contact center. When this list of values is invoked, the names of agents appear, in alphanumerical order, in the `Agent` list box of all agent-related Interactive Insights reports. **Note:** For the `Detail` reports, the selected agent is applied against interactions that are recorded in the `INTERACTION_RESOURCE_FACT` and `MEDIATION_SEGMENT_FACT` tables—not the `INTERACTION_FACT` table.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN RESOURCE_GI2.AGENT_NAME WHERE RESOURCE_TYPE_CODE='AGENT'

agentnamesingle_lov

PROMPT NAME Agent	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agents in your contact center. Unlike the agentname_lov, this list of value enables the user to select no more than one agent.
LOV TYPE Dynamic	
INTRODUCED IN 8.0.0	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN RESOURCE_GI2.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='AGENT'

ani_lov

PROMPT NAME ANI	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from source addresses that are stored in the `INTERACTION_FACT` table for the tenant. When this list of values is invoked, ANI values appear, in alphanumerical order, in the `ANI` list box of the Interaction Detail Interactive Insights reports
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN 8.0.0	DATABASE TABLE.COLUMN INTERACTION_FACT.SOURCE_ADDRESS

businessresult_lov

PROMPT NAME	DESCRIPTION
Business Result	Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of business results in your contact center. When you invoke this list of values, the business results appear, in alphanumeric order, in the `Business Result` list box of certain `Interaction Volume` and `Agent Group` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** INTERACTION_DESCRIPTOR_GI2.BUSINESS_RESULT

callinglist_lov

PROMPT NAME	DESCRIPTION
Contact List	Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of contact lists in your contact center. When you invoke this list of values, the calling lists appear, in alphanumeric order, in the `Contact List` list box of some Outbound Contact Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.0.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** CALLING_LIST.CALLING_LIST_NAME

campaigngroupname_lov

PROMPT NAME	DESCRIPTION
Campaign Group	Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of campaign groups in your contact center. When you invoke this list of values, the campaign groups appear, in alphanumeric order, in the `Campaign Group` list box of Outbound Contact Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.0.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** GROUP_.GROUP_NAME

campaignname_lov

PROMPT NAME	DESCRIPTION
Campaign	Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of campaigns in your contact center. When you invoke this list of values, the campaigns appear, in alphanumeric order, in the `Campaign` list box of Outbound Contact Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.0.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** CAMPAIGN.CAMPAIGN_NAME

categoryname_lov

PROMPT NAME Category	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of standard responses (or categories) in your contact center. When you invoke this list of values, the categories appear, in alphanumeric order, in the `Category` list box of the social engagement Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN USER_DATA_GEN_ES.CTGNAME

clactionabilitycategoryname_lov

PROMPT NAME Classify Actionability Category	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of actionability within Genesys Social Messaging Man-agement. When you invoke this list of values, the categories appear, in alphanumeric order, in the `Classify Actionability Category` list box of the social engagement Interac-tive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN USER_DATA_GEN_ES.CLASSIFY_ACTIONABILITY_CTGNAME

clsentimentcategoryname_lov

PROMPT NAME Classify Sentiment Category	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of sentiment within Genesys Social Messaging Man-agement. When you invoke this list of values, the categories appear, in alphanumeric order, in the `Classify Sentiment Category` list box of the social engagement Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN USER_DATA_GEN_ES.CLASSIFY_SENTIMENT_CTGNAME

customersegment_lov

PROMPT NAME Customer Segment	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from informa-tion that describes the configuration of customer segments in your contact center. When you invoke this list of values, the customer segments appear, in alphanumeric order, in the `Customer Segment` list box of certain `Interaction Volume` and `Agent Group` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.CUSTOMER_SEGMENT

daterange_lov

PROMPT NAME	DESCRIPTION
Pre-set Date Filter	This list provides predefined, convenient, and rolling time ranges, spanning one day or more, over which to run Interactive Insights reports. These values appear when you click `{--Show List Of Values--}` in the `Pre-set Date Filter` list box of all Interactive Insights reports. The predefined values that are available can change from report to report. The range of time that is offered by the `Last Week` value is one week—beginning at 12:00:00 AM on the first day of the first full week before the current week and ending at 11:59:59 PM on the last day of that week. The time range for `Last Month` begins on the first day of the first full month prior to the current month and ends on the last day of that month. The `Month to Date`, `Quarter to Date`, and `Year to Date` selections use the current month, quarter, and year to provide data. As with any date selection(s), report results reflect data as of the last transformation and aggregation runs. If both a preset date and a report date are specified on a report, the preset date value overrides a specified report date value. **Note:** `RELATIVE_RANGE` is a view that is reserved for internal computations. Its definition is described in neither the Genesys Info Mart nor the Interactive Insights documentation sets.
LOV TYPE Predefined	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
	DATABASE TABLE.COLUMN RELATIVE_RANGE_RANGE_NAME

daydaterange_lov

PROMPT NAME	DESCRIPTION
Pre-set Date Filter	This list provides predefined, convenient, and rolling one-day time ranges over which to run Interactive Insights reports. These values appear when you click `{--Show List Of Values--}` in the `Pre-set Date Filter` list box of all Interactive Insights reports. The range of time that is offered by the `Last DAY` and `Yesterday` values is one day—from the beginning of the day to the end of that day. If both a preset date and a report date are specified on a report, the preset date value overrides a specified report date value. **Notes:** `RELATIVE_RANGE` is a view that is reserved for internal computations. Its definition is described in neither the Genesys Info Mart nor the Interactive Insights documentation sets. For the `Detail` reports, the selected range of time is applied against interactions that are recorded in the `INTERACTION_RESOURCE_FACT` and `MEDIATION_SEGMENT_FACT` tables—not the `INTERACTION_FACT` table.
LOV TYPE Predefined	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
	DATABASE TABLE.COLUMN RELATIVE_RANGE.RANGE_NAME WHERE DAY_FLAG=1

dnis_lov

PROMPT NAME	DESCRIPTION
DNIS	Interactive Insights dynamically generates the values that make up this list from target addresses that are stored in the `INTERACTION_FACT` table for the tenant. When this list of values is invoked, DNIS values appear, in alphanumerical order, in the `DNIS` list box of the Interaction Detail Interactive Insights reports
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN 8.0.0	**DATABASE TABLE.COLUMN** INTERACTION_FACT.TARGET_ADDRESS

hour_lov

PROMPT NAME	DESCRIPTION
From Hour To Hour	This predefined list of values corresponds to the hours in a day, where: • 0 represents the first hour, from 12:00:00 AM to 12:59:59 AM. • 1 represents the second hour, from 01:00:00 AM to 01:59:59 AM.
LOV TYPE Predefined	. . .
INTRODUCED IN 7.6.0	• 23 represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM. • 24 also represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** GI2_CONSTANTS.VALUE WHERE TYPE='HOUR' **Note:** GI2_CONSTANTS is a view that is reserved for internal computations. Its definition is described in neither the Genesys Info Mart nor the Interactive Insights documentation sets. The definition of this LOV is database-dependent.

influencecategoryname_lov

PROMPT NAME	DESCRIPTION
Influence Category	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of influence within Genesys Social Messaging Management. When you invoke this list of values, the categories appear, in alphanumeric order, in the Influence Category list box of the social engagement Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** USER_DATA_GEN_ES.INFLUENCE_CATEGORY_CTGNAME

interactionsubtype_lov

PROMPT NAME	DESCRIPTION
Interaction Subtype	Interactive Insights dynamically generates the values that make up this list from information that describes interaction subtypes in your contact center. Interactive Insights queries the INTERACTION_TYPE Info Mart table for this information. The default interaction subtypes are the following:
LOV TYPE Dynamic	• InboundCollaboration Reply • InternalCollaboration Reply • OutboundNew • InboundCustomerReply • OutboundAcknowledgement • Outbound Notification • InboundNDR • OutboundAutoResponse • OutboundReply • InboundNew • OutboundCollaboration Invite • Unspecified • InternalCollaboration Invite • OutboundContact
INTRODUCED IN 8.0.0	
DISCONTINUED IN N/A	
	DATABASE TABLE.COLUMN INTERACTION_TYPE.INTERACTION_SUBTYPE

interactiontype_lov

PROMPT NAME Interaction Type	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes interaction types in your contact center. Interactive Insights queries the INTERACTION_TYPE Info Mart table for this information. The default interaction types are the following: • Inbound • Internal • Outbound • Unknown
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN INTERACTION_TYPE.INTERACTION_TYPE

mediatype_lov

PROMPT NAME Media Type	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes media types in your contact center. Interactive Insights queries the MEDIA_TYPE Info Mart table for this information.
LOV TYPE Dynamic	
INTRODUCED IN 8.0.0	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN MEDIA_TYPE.MEDIA_NAME_CODE

queue_lov

PROMPT NAME Queue or Last Queue	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of ACD queues, virtual queues, interaction queues, and workbins in your contact center. When you invoke this list of values, the names of queues appear, in alphanumeric order, in the Queue or Last Queue list box of Interactive Insights reports that summarize data about queue activity. **Note:** For the Detail reports, the selected queue(s) is applied against interactions that are recorded in the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT tables—not the INTERACTION_FACT table.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	DATABASE TABLE.COLUMN RESOURCE_.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'

queuecascade_lov

PROMPT NAME	DESCRIPTION
Queue or Last Queue	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of ACD queues, virtual queues, interaction queues, and workbins in your contact center. When you invoke this list of values, the names of queues that belong to a particular queue group appear, in alphanumeric order, in the `Queue` or `Last Queue` list box of Interactive Insights reports that summarize data about queue activity.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	**Note:** For the `Detail` reports, the selected queue(s) is applied against interactions that are recorded in the `INTERACTION_RESOURCE_FACT` and `MEDIATION_SEGMENT_FACT` tables—not the `INTERACTION_FACT` table. Refer to "Using Cascading Prompts" in the *Genesys Interactive Insights User's Guide* for more information.
	DATABASE TABLE.COLUMN RESOURCE_.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE' **Note:** The query includes two inner joins on the RESOURCE_GROUP_FACT and GROUP_ tables that restrict the selection of queues to a particular queue group.

queuegroup_lov

PROMPT NAME	DESCRIPTION
Queue Group	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of queue groups in your contact center. When you invoke this list of values, the names of the groups appear, in alphanumeric order, in the `Queue Group` list box of Interactive Insights reports that summarize data about queue group activity.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** GROUP_.GROUP_NAME WHERE GROUP_TYPE_CODE='UNKNOWN', 'QUEUE', or 'NO_VALUE'

reasontypecode_lov

PROMPT NAME	DESCRIPTION
None	Interactive Insights dynamically generates the values that compose this list from unique values that are stored in the `RESOURCE_STATE_REASON.REASON_TYPE_CODE` Info Mart field. The resultant set is used internally in the Interactive insights reports that provide details about the reasons why agents' devices were in a particular state during the reporting interval.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** RESOURCE_STATE_REASON.REASON_TYPE_CODE

resourcename_lov

PROMPT NAME	DESCRIPTION
Interaction Type	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active resources in your contact center. When this list of values is invoked, the names of configured contact center resources appear, in alphanumerical order, in the `Source Handling Resource Name` or `Target Handling Resource Name` list box of the `Transfer Detail` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** RESOURCE_.RESOURCE_NAME

resourcetype_lov

PROMPT NAME	DESCRIPTION
Interaction Type	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active resources in your contact center. When this list of values is invoked, the names of configured contact center resources appear, in alphanumerical order, in the `Source Handling Resource Type` or `Target Handling Resource Type` list box of the `Transfer Detail` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 8.1.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** RESOURCE_.RESOURCE_TYPE

servicesubtype_lov

PROMPT NAME	DESCRIPTION
Service Subtype	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of service subtypes in your contact center. When you invoke this list of values, the service subtypes—along with their parent service types —appear, in alphanumeric order, in the `Service Subtype` list box of certain `Interaction Volume` and `Agent Group` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** INTERACTION_DESCRIPTOR_GI2.SERVICE_SUBTYPE

servicetype_lov

PROMPT NAME	DESCRIPTION
Service Type	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of service types in your contact center. When you invoke this list of values, the service types appear, in alphanumeric order, in the `Service Type` list box of certain `Interaction Volume` and `Agent Group` Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE

strategyname_lov

PROMPT NAME	DESCRIPTION
Strategy Type	Interactive Insights dynamically generates the values that make up this list from information that describes the types of strategies in your contact center.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN 8.0.0	**DATABASE TABLE.COLUMN** STRATEGY.STRATEGY_TYPE

tenantname_lov

PROMPT NAME	DESCRIPTION
Tenant	Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of tenants in your contact center. When you invoke this list of values, the tenants appear, in alphanumeric order, in the Tenant list box of all Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	**DATABASE TABLE.COLUMN** TENANT.TENANT_NAME

6

Interactive Insights Measures

A *measure* is the estimation of the magnitude of an object. In the Business Objects Universe Designer, a measure object is represented by a section of a yellow ruler (▦) in the `Classes and Objects` panel. (This symbol is different in previous BOE releases.) In Interactive Insights, measures are dynamic; they contain aggregate functions that map to statistics in the Data Mart. Refer to the "Building Universes" chapter in the Business Objects *Universe Designer* guide for an in-depth discussion about measures and other universe elements.

This chapter describes the measures that are provided by the Interactive Insights universe. It contains the following sections:

List of Measures, by Class

This section lists all measures that are provided within the Interactive Insights universes for Genesys Info Mart.

Listing of GI2 Measures

Refer to the alphabetical listing of measures by class, provided on .

General Notes About Measures

The names of measures include the class in which they belong. So, for instance, the seven `Accepted` measures that are listed are differentiated by the `Activity`, `Agent Contact`, `BA Customer`, `Contact Attempt`, `Interaction State`, and `Q Customer & Consults`, and `Q Customer` classes in which they are found.

There are no measures in either the `Time` and `Forecast` classes for GI2.

Description of Form Labels

Note: Measures that appear in italic within Designer are hidden from report users and omitted from description in this chapter. Report designers cannot access these measures when creating new reports, but their values are displayed in any generated reports that use them. These measures are for administrative use only and are not documented in this guide. In the Designer interface, these measures appear in italic.

Form Title   Provides the name of the Interactive Insights measure.

Class   Displays the class to which this measure belongs. The listed class is hyperlinked so that you can obtain more information about class contents.

Available Media Types   Lists the media types for which it is possible for Genesys Info Mart to increment values. They can be any combination of the following:

- `Chat`
- `Email`
- `Voice`
- `Open (sync)`
- `Open (async)`
- `ALL`
- `N/A`

`Open` indicates the media types supported by Open Media. (Refer to the eServices documentation set for further details.) `Sync` and `async` (for synchronous and asynchronous, respectively) refer to those media types where a connected session between two or more parties either does or does not exist.

Logical/Base/ Threaded Interactions   Describes whether the measure holds values for logical or base interactions. A *logical interaction* is a tree of base interactions that are connected by a parent-child relationship. Each tree has one root interaction that starts the logical interaction (the parent interaction) and zero, one, or more branches (child interactions). Base interactions can be either root or nonroot interactions.

A Genesys Info Mart *interaction* may include one or more eServices (multimedia) interactions. For example, an inbound e-mail message and its associated outbound reply are two different eServices interactions; however, Genesys Info Mart records this data in one *interaction fact*. Each Genesys Info Mart interaction fact is represented by a distinct row in the `INTERACTION_FACT` table and has a distinct `INTERACTION_ID`. This grouping of multiple eServices interactions into a single Genesys Info Mart Interaction is referred to as a logical interaction.

Logical interactions begin when one of the following occurs:

- There is an interaction type of `Inbound`.
- There is no reference to a parent interaction ID; the `root_ixn_guid` attribute is undefined.
- There is a reference to a parent interaction ID, but the parent no longer exists at the moment that the child interaction is submitted to the Genesys Info Mart Server—for example, an e-mail reply is created after the original e-mail interaction was stopped.

All base interactions have unique interaction IDs and are either logical or child interactions. Every child interaction has the `RootID` property that references the root interaction.

For synchronous media such as voice and chat, all interactions are logical interactions that consist of a single base interaction.

A *thread,* as used within the context of this document, is a collection of multiple logical interactions. In this release, the concept of threaded interactions pertains only to the e-mail media. For this media, Genesys Info Mart is able to associate one logical interaction with another given the e-mail MIME header information. Accepted Thread and Accepted Unique are the two measures in this release's universe that are dedicated to the measurement of threaded interactions.

Most measures in the `Business Attribute` class measure logical interactions. Most measures in the `Queue` and `Agent` classes measure base interactions. The terms "logical interaction" and "base interaction" apply only to interaction-related measures; they do not pertain to measures that report status, such as an agent's state.

Measure Type   Can be any of the following:

- Disposition—Counts and durations of interactions are attributed to that interval in which the interactions arrived at the resource DN (such as, the agent's DN) and only upon termination of the interaction.

- Interval—Counts and durations of interactions are attributed to the reporting interval in which the interactions occur and are clipped where interactions cross over multiple intervals.

> **Note:** Not all interval measures reside in the `Interval` class.

- Detail—Provides the duration of one activity.

> **Note:** Do not confuse the detail measure classification with detail dimensions, which are described in Chapter 3, "Interactive Insights Dimensions" on page 87.

Disposition, interval, and detail measures can further be classified as additive or nonadditive (such as ratios and averages).

Data Type   Represents the general classification of how the data is represented through the Interactive Insights universe. It is one of the following:

- `Number`
- `Character`
- `Date`

Alternate?   Indicates whether Genesys supports an alternate formula for this measure's definition. If an alternate definition is supported, this value is `Yes`. You can view the alternate definition within the measure's properties in Designer. The *Genesys Interactive Insights 8.1 User's Guide* provides instruction on how to customize measure definitions.

If an alternate definition is not supported, this value is `No`.

Agg'n Function   The aggregation function that is used. It is either of the following:

- `Max`
- `Min`
- `Sum`
- `None`
- `Db delegated`

This Business Objects function allows you to delegate the aggregation of a nonadditive (ratio, average, timestamps) measure to the database server. Refer to the Business Objects *Universe Designer* guide for more information about this and other aggregation functions.

> **Note:** If you change the definition of a measure, be sure to verify that the appropriate aggregation function is assigned. With certain changes, the Designer application may reset this value to the default function: `Sum`.

Introduced In   Lists the release in which the measure was first introduced.

Discontinued In   Identifies the first generally available release in which the measure was no longer available.

> **Note:** The discontinued measures that were available in the initial 7.6 release are no longer listed in this chapter. No measures were discontinued from the 7.6.1 and 8.0 *x* releases, so that this area of the form states `N/A` for all measures.

Description   Provides a general description of the measure. Refer to Appendix A, "Dictionary of Data Elements" on page 425 for definitions of specific terms that are used within these descriptions.

Notes:

For all measures in the `Queue` class, unless otherwise specified, the term "queue", for Info Mart, refers to the following mediation DN types:

- ACD queue
- Virtual queue
- Interaction queue
- Workbin

Unless otherwise stated, all measures reflect inbound, internal, outbound, and external contact center or enterprise activity.

The following description pertains to all resource groups (agent group, queue groups, and so on) and is not included in descriptions of measures.

For those resources that were added to a resource group during the reporting interval, the measures exclude interaction activity that occurred during the interval before the resource was enrolled as a group member. Likewise, if the resource was removed from the resource group during the reporting interval, the measures exclude interaction activity that occurred during the reporting interval after the resource left the resource group.

For those measures that provide durations, the Interactive Insights reports convert duration values from seconds (representing how they are stored in the data mart) to `HH:MM:SS` (hour:minute:second) format for easier interpretation.

Where the descriptions state the condition that a business attribute is assigned to measures, this assignment is not restricted to explicit actions conducted by agents. The Genesys Info Mart Server associates the `DEFAULT` business attribute with all interactions that are stored in the `AG2_AGENT_*` and `AG2_ID_*` tables where business attributes have not otherwise been assigned.

Database Table.Column The table (or view) and column from which data is retrieved in your data mart. This section does not list the table alias that is actually in use within the universe. These views and aliases include the following:

- `AG2_I_SESS_ST_R_SUBHR` for `AG2_I_SESS_STATE_SUBHR`
- `AG2_I_SESS_ST_R_HOUR` for `AG2_I_SESS_STATE_HOUR`
- `AG2_I_SESS_ST_R_DAY` for `AG2_I_SESS_STATE_DAY`
- `GROUP_Q` for `GROUP_`
- `INTERACTION_DESCRIPTOR_GI2` for `INTERACTION_DESCRIPTOR`
- `INTERACTION_FACT_GI2` for `INTERACTION_FACT_GI2`
- `INTERACTION_RESOURCE_FACT_GI2` for `INTERACTION_RESOURCE_FACT`
- `FILTERED_V_INTERACTION_FACT` for a union of select rows that belong to the `MEDIATION_SEGMENT_FACT` and `INTERACTION_RESOURCE_FACT` tables
- `MEDIATION_SEGMENT_FACT_GI2` for `MEDIATION_SEGMENT_FACT`
- `RESOURCE_GI2` for `RESOURCE_`
- `RESOURCE_Q` for `RESOURCE_`
- `RESOURCE_VQ` for `RESOURCE_`
- `RESOURCE_GROUP_COMBINATION_Q` for `RESOURCE_GROUP_COMBINATION`
- `RESOURCE_STATE_REASON_GI2` for `RESOURCE_STATE_REASON`
- `RESOURCE_TARGET` for `RESOURCE_`
- `SM_RES_SESSION_FACT_GI2` for `SM_RES_SESSION_FACT`
- `SM_RES_STATE_FACT_GI2` for `SM_RES_STATE_FACT`
- `SM_RES_STATE_REASON_FACT_GI2` for `SM_RES_STATE_REASON_FACT`

In cases in which the reports retrieve data from more than one aggregation table or view, this field abbreviates the database object names as follows:

- `Y` — `YEAR`
- `Q` — `QRTR`
- `M` — `MONTH`
- `W` — `WEEK`
- `D` — `DAY`
- `H` — `HOUR`
- `S` — `SUBHR`
- `*` all applicable tables and views

Internal Metric ID An ID that further identifies the measure. This ID is for reference only. The Interactive Insights reports do not reference this ID nor is it used for computations.

Used In Report(s)   Indicates the out-of-box Interactive Insights reports that directly call this measure. For those measures that are not directly called by any report, this area reads `None`.

Please note that some measures, for which `None` is indicated, might be indirectly called by an Interactive Insights report. Such measures might be used in the definitions of composite measures that are referenced by the Interactive Insights reports. Such is the case, for example, for the `Q Customer\Accept Time` measure. This measure is not directly called by any of the reports, but it is part of the definition of the `Q Customer\ASA` measure, which is used in two reports.

GI2 Measures

% Abandoned Inviting

CLASS		DESCRIPTION	
Business Attribute\ BA Customer		The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered the contact center.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A		**Note:** This measure relies on the value of the short-abandoned threshold as configured:	
MEASURE TYPE Disposition	**DATA TYPE** Number	• In the [`gim-etl*`] section, for the 8.1.0⁻ releases. • In the [`agg-gim-thld-ID-IXN`] section, for the 8.1.1⁺ releases.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Inviting and Offered Business Attribute measures.	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ABANDONED_INVITE_PCT	**USED IN REPORT(S)** None

% Abandoned Inviting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		• **Queue Dimension:** The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered this queue and were subsequently offered to a resource.
LOGICAL/BASE INTERACTION N/A		• **Queue Group Dimension:** The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.

MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:**
		• This measure was previously named `% Calls Abandoned`.
		• This measure relies on the value of the short-abandoned threshold as configured:
		  – In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		  – In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.

ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Inviting and Offered Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_INVITE_PCT	**USED IN REPORT(S)** None

% Abandoned Inviting 80

CLASS		DESCRIPTION
Business Attribute\BA Customer		The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered the contact center.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION N/A		**Notes:** • This measure was previously named `% Abandoned Inviting`.
MEASURE TYPE Disposition	**DATA TYPE** Number	• Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Inviting and Offered 80 Business Attribute measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** T_ABANDONED_INVITE_PCT_80	**USED IN REPORT(S)** None

% Abandoned Inviting 80

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		• **Queue Dimension:** The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered this queue and were subsequently offered to a resource.
LOGICAL/BASE INTERACTION N/A		• **Queue Group Dimension:** The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Inviting and Offered 80 Queue measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_ABANDONED_INVITE_PCT_80 **USED IN REPORT(S)** None

% Abandoned Waiting

CLASS		DESCRIPTION
Business Attribute\BA Customer		The percentage of customer interactions of this business attribute that were abandoned to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named `% Calls Abandoned`.
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting and Entered Business Attribute measures.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_ABANDONED_PCT **USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	Interaction Volume Service Type Report Interaction Volume Service Subtype Report

% Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		• **Queue Dimension:** The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed to the total number of interactions that entered this queue.
LOGICAL/BASE INTERACTION N/A		• **Queue Group Dimension:** The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed to the total number of interactions that entered a queue that belongs to this queue group.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `% Calls Abandoned`.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting and Entered Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_PCT	**USED IN REPORT(S)** Interaction Traffic Report Queue Summary Report

% Abandoned Waiting ST1

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned prior to the first abandon-in-queue threshold to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named `% Calls Abandoned STI 1`.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting ST1 Queue measure and `AG2_QUEUE_ABN_[*].ABAN-DONED`.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STI_1_PCT	**USED IN REPORT(S)** Abandon Delay Report

% Abandoned Waiting ST2

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the first and second abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES Chat, Voice		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named `% Calls Abandoned STI 2`.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting ST2 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STI_2_PCT	**USED IN REPORT(S)** Abandon Delay Report

% Abandoned Waiting ST3

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the second and third abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named `% Calls Abandoned STI 3.`
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Abandoned Waiting ST3 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_3_PCT	Abandon Delay Report

% Abandoned Waiting ST4

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the third and fourth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named `% Calls Abandoned STI 4.`
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST4 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
ALTERNATE?	**AGG'N FUNCTION**	
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_4_PCT	Abandon Delay Report

% Abandoned Waiting ST5

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the fourth and fifth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named `% Calls Abandoned STI 5.`
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST5 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
ALTERNATE?	**AGG'N FUNCTION**	
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_5_PCT	Abandon Delay Report

% Abandoned Waiting ST6

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the fifth and sixth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
		Note: This measure was previously named % Calls Abandoned STI 6.
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST6 Queue measure and AG2_QUEUE_ABN_[*].ABAN-
ALTERNATE?	**AGG'N FUNCTION**	DONED.
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_6_PCT	Abandon Delay Report

% Abandoned Waiting ST7

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the sixth and seventh abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named % Calls Abandoned STI 7.
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST7 Queue measure and AG2_QUEUE_ABN_[*].ABAN-
ALTERNATE?	**AGG'N FUNCTION**	DONED.
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_7_PCT	Abandon Delay Report

% Abandoned Waiting ST8

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the seventh and eighth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**Note:** This measure was previously named % Calls Abandoned STI 8.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Abandoned Waiting ST8 Queue measure and AG2_QUEUE_ABN_[*].ABAN- DONED.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_8_PCT	Abandon Delay Report

% Abandoned Waiting ST9

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the eighth and ninth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution from the queue, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**Note:** This measure was previously named `% Calls Abandoned STI 9`.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Abandoned Waiting ST9 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_9_PCT	Abandon Delay Report

% Abandoned Waiting ST10

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the ninth and tenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**Note:** This measure was previously named `% Calls Abandoned STI 10`.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Abandoned Waiting ST10 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_10_PCT	Abandon Delay Report

% Abandoned Waiting ST11

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the tenth and eleventh abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST11 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.
ALTERNATE?	**AGG'N FUNCTION**	
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_11_PCT	None

% Abandoned Waiting ST12

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the eleventh and twelfth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST12 Queue measure and `AG2_QUEUE_ABN_[*].ABAN-`
ALTERNATE?	**AGG'N FUNCTION**	`DONED`.
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_12_PCT	None

% Abandoned Waiting ST13

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the twelfth and thirteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST13 Queue measure and `AG2_QUEUE_ABN_[*].ABAN-`
ALTERNATE?	**AGG'N FUNCTION**	`DONED`.
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_13_PCT	None

% Abandoned Waiting ST14

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the thirteenth and fourteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned.This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Abandoned Waiting ST14 Queue measure and `AG2_QUEUE_ABN_[*].ABAN-`
ALTERNATE?	**AGG'N FUNCTION**	`DONED`.
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_14_PCT	None

% Abandoned Waiting ST15

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the fourteenth and fifteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Disposition	Number	Refer to the Abandoned Waiting ST15 Abandoned Waiting STI measure and `AG2_QUEUE_ABN_[*].ABANDONED.`
ALTERNATE?	AGG'N FUNCTION	
No	Db delegated	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_15_PCT	None

% Abandoned Waiting ST16

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the fifteenth and sixteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Disposition	Number	Refer to the Abandoned Waiting ST16 Abandoned Waiting STI measure and `AG2_QUEUE_ABN_[*].ABANDONED.`
ALTERNATE?	AGG'N FUNCTION	
No	Db delegated	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_16_PCT	None

% Abandoned Waiting ST17

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The percentage of interactions that entered this queue and were subsequently abandoned within the interval that is bound by the sixteenth and seventeenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresholds.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Disposition	Number	Refer to the Abandoned Waiting ST17 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED.`
ALTERNATE?	AGG'N FUNCTION	
No	Db delegated	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_17_PCT	None

% Abandoned Waiting ST18

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently aban-doned within the interval that is bound by the seventeenth and eighteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresh-olds.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Abandoned Waiting ST18 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_18_PCT	USED IN REPORT(S) None

% Abandoned Waiting ST19

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently aban-doned within the interval that is bound by the eighteenth and nineteenth abandon-in-queue thresholds to all interactions that entered this queue and were abandoned. Abandon thresholds are defined within the `[agg-gim-thld-QUEUE-ABN]` section. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall within the aforementioned abandon thresh-olds.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Abandoned Waiting ST19 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_19_PCT	USED IN REPORT(S) None

% Abandoned Waiting ST20

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently aban-doned beyond the nineteenth abandon-in-queue threshold to all interactions that entered this queue and were abandoned. This measure excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions if they fall beyond the nineteenth abandon threshold.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Abandoned Waiting ST20 Queue measure and `AG2_QUEUE_ABN_[*].ABANDONED`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_20_PCT	USED IN REPORT(S) None

% Accept Service Level

CLASS		DESCRIPTION
Business Attribute\BA Customer		The service level measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold to all interactions that entered this tenant and were offered to a resource.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		Prior to 8.1.101, the formula for this measure used the Entered measure instead of Offered.
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accepted in Threshold and Offered Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_ACCEPT_SERVICE_LEVEL_PCT	Customer Perspective Report

% Accept Service Level

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold to all interactions that entered this queue and were offered to a resource.
LOGICAL/BASE INTERACTION		
N/A		• **Queue Group Dimension:** The service level of this queue group measured as a percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold to all interactions that entered queues that belong to this queue group and were offered to a resource.
		This measure yields results other than 0 only for interactions that were accepted by an agent.
MEASURE TYPE	**DATA TYPE**	**Notes:**

Disposition	Number	• This measure was previously named % Service Level.
		• This measure relies on the value of the acceptance threshold as configured:
		  – In the [gim-etl*] section, for the 8.1.0⁻ releases.
		  – In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.

		DATABASE TABLE.COLUMN
		Refer to the Accepted in Threshold and Offered Queue measures.
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Db delegated	Q_SERVICE_LEVEL_ACC_PCT	Interaction Traffic Group Report Interaction Traffic Report Queue Summary Report
INTRODUCED IN	**DISCONTINUED IN**		
7.6.0	N/A		

% Accept Service Level 80

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within a user-defined threshold to all interactions that entered this queue and were offered to a resource. • **Queue Group Dimension:** The service level of this queue group measured as a percentage of interactions that entered queues that belong to this queue group and were accepted within a user-defined threshold to all interactions that entered queues that belong to this queue group and were offered to a resource.	
MEASURE TYPE Disposition	**DATA TYPE** Number	This measure yields results other than 0 only for interactions that were accepted by an agent. **Note:** Provided only for backward compatibility, this measure relies on the values of the acceptance and short-abandoned thresholds as configured in the [gim-etl*] section.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Accepted in Threshold 80 and Offered 80 Queue measures.	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_SERVICE_LEVEL_ACC_PCT_80	**USED IN REPORT(S)** None

% Accepted

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The percentage of customer interactions of this business attribute that were accepted to the total number of interactions of this business attribute that were offered to a handling resource.	
AVAILABLE MEDIA TYPES All			

LOGICAL/BASE INTERACTION
N/A
		Notes:
		• This measure was previously named % Calls Answered.
		• This measure relies on the value of the short-abandoned threshold as configured:
		  – In the [gim-etl*] section, for the 8.1.0[-] releases.
		  – In the [agg-gim-thld-ID-IXN] section, for the 8.1.1[+] releases.	

MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Accepted and Offered Business Attribute measures.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_ACCEPTED_PCT	**USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Subtype Report Interaction Volume Service Type Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

% Accepted

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted to the total number of interactions that entered this queue.
LOGICAL/BASE INTERACTION		
N/A		• **Queue Group Dimension:** The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted to the total number of interactions that entered queues that belong to this queue group.
MEASURE TYPE	**DATA TYPE**	**Notes:**
Disposition	Number	• This measure was previously named `% Accepted`.
		• This measure relies on the value of the acceptance threshold as configured:
		– In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		– In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
Yes	Db delegated	Refer to the Accepted and Offered Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_PCT	Interaction Traffic Report

% Accepted 80

CLASS		DESCRIPTION
Business Attribute\BA Customer		The percentage of customer interactions of this business attribute that were accepted to the total number of interactions of this business attribute that were offered to a handling resource.
AVAILABLE MEDIA TYPES		
All		**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the `[gim-etl*]` section.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accepted and Offered 80 Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	T_ACCEPTED_PCT_80	None

% Accepted 80

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted to the total number of interactions that entered this queue.
LOGICAL/BASE INTERACTION N/A		• **Queue Group Dimension:** The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted to the total number of interactions that entered queues that belong to this queue group.
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the [gim-etl*] section.
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted and Offered 80 Queue measures.
INTRODUCED IN 8.1.1	DISCONTINUED IN 9.0 (targeted)	INTERNAL METRIC ID Q_ACCEPTED_PCT_80	USED IN REPORT(S) None

% Accepted Agent

CLASS Business Attribute\ BA Customer		DESCRIPTION The percentage of customer interactions of this business attribute that entered or began within the contact center and were subsequently distributed and accepted by an agent to the total number of interactions that were offered.
AVAILABLE MEDIA TYPES All		**Note:** This measure relies on the value of the short-abandoned threshold as configured:
LOGICAL/BASE INTERACTION N/A		• In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-ID-IXN] section, for the 8.1.1⁺ releases.
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent and Offered Business Attribute measures.
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID T_ACCEPTED_AGENT_PCT	USED IN REPORT(S) None

% Accepted Agent

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent to the total number of interactions that entered this queue and were offered to a resource.
LOGICAL/BASE INTERACTION		
N/A		• **Queue Group Dimension:** The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.
		Notes:
MEASURE TYPE	**DATA TYPE**	• This measure was previously named `% Calls Answered Agent`.
Disposition	Number	• This measure relies on the value of the acceptance threshold as configured:
		– In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		– In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
Yes	Db delegated	Refer to the Accepted Agent and Offered Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_PCT	None

% Accepted Agent 80

CLASS		DESCRIPTION
Business Attribute\BA Customer		The percentage of customer interactions of this business attribute that entered or began within the contact center and were subsequently distributed and accepted by an agent to the total number of interactions that were offered.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the `[gim-etl*]` section.
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
Yes	Db delegated	Refer to the Accepted Agent and Offered 80 Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	T_ACCEPTED_AGENT_PCT_80	None

% Accepted Agent 80

CLASS Queue\Q Customer		**DESCRIPTION** The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent to the total number of interactions that entered this queue and were offered to a resource.
		• **Queue Group Dimension:** The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.
MEASURE TYPE Disposition	**DATA TYPE** Number	
		Note: Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the [gim-etl*] section.
ALTERNATE? Yes	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent and Offered 80 Queue measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_PCT_80	**USED IN REPORT(S)** None

% Accepted Agent ST1

CLASS Queue\..\Accepted Agent STI		**DESCRIPTION** The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the first service time interval to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Calls Answered STI 1.
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent ST1 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_1_PCT	**USED IN REPORT(S)** Speed of Accept (seconds) Report

% Accepted Agent ST2

CLASS Queue\..\Accepted Agent STI		**DESCRIPTION** The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that was defined by the first and second service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named % Calls Answered STI 2.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent ST2 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_2_PCT	**USED IN REPORT(S)** Speed of Accept (seconds) Report

% Accepted Agent ST3

CLASS		DESCRIPTION
Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that was defined by the second and third service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named % Calls Answered STI 3.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accepted Agent ST3 Queue measure and AG2_QUEUE_ACC_AGENT_[*]. ACCEPTED_AGENT.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_3_PCT	Speed of Accept (seconds) Report

% Accepted Agent ST4

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the third and fourth service time thresholds to all interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named % Calls Answered STI 4.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accepted Agent ST4 Queue measure and AG2_QUEUE_ACC_AGENT_[*]. ACCEPTED_AGENT.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_4_PCT	Speed of Accept (seconds) Report

% Accepted Agent ST5

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the fourth and fifth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		**Note:** This measure was previously named % Calls Answered STI 5.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accepted Agent ST5 Queue measure and AG2_QUEUE_ACC_AGENT_[*]. ACCEPTED_AGENT.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_5_PCT	Speed of Accept (seconds) Report

% Accepted Agent ST6

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the fifth and sixth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** This measure was previously named % Calls Answered STI 6.
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST6 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_6_PCT	USED IN REPORT(S) Speed of Accept (seconds) Report

% Accepted Agent ST7

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the sixth and seventh service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** This measure was previously named % Calls Answered STI 7.
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST7 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_7_PCT	USED IN REPORT(S) Speed of Accept (seconds) Report

% Accepted Agent ST8

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the seventh and eighth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** This measure was previously named % Calls Answered STI 8.
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST8 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_8_PCT	USED IN REPORT(S) Speed of Accept (seconds) Report

% Accepted Agent ST9

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the eighth and ninth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Calls Answered STI 9.
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST9 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_9_PCT	USED IN REPORT(S) Speed of Accept (seconds) Report

% Accepted Agent ST10

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the ninth and tenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Calls Answered STI 10.
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST10 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_10_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST11

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the tenth and eleventh service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST11 Queue measure and AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT.
ALTERNATE? No	AGG'N FUNCTION Db delegated	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_11_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST12

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the eleventh and twelfth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST12 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_12_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST13

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the twelfth and thirteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST13 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_13_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST14

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the thirteenth and fourteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST14 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_14_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST15

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the fourteenth and fifteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent ST15 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_15_PCT	**USED IN REPORT(S)** Speed of Accept (hours) Report

% Accepted Agent ST16

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the fifteenth and sixteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent ST16 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_16_PCT	**USED IN REPORT(S)** Speed of Accept (hours) Report

% Accepted Agent ST17

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the sixteenth and seventeenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Accepted Agent ST17 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_17_PCT	**USED IN REPORT(S)** Speed of Accept (hours) Report

% Accepted Agent ST18

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the seventeenth and eighteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST18 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_18_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST19

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents within the service time interval that is bound by the eighteenth and nineteenth service time thresholds to all customer interactions that entered this queue and were subsequently distributed and accepted by agents.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST19 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_19_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Accepted Agent ST20

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The percentage of interactions that entered this queue and were subsequently distributed and accepted by agents beyond the nineteenth service time interval to all customer interactions that entered this queue and were subsequently distributed and accepted by agents. This measure is attributed to the interval in which the interaction entered the queue.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Accepted Agent ST20 Queue measure and `AG2_QUEUE_ACC_AGENT_[*]`. `ACCEPTED_AGENT`.	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_20_PCT	USED IN REPORT(S) Speed of Accept (hours) Report

% Busy Time

CLASS Agent\..\Summarized State		DESCRIPTION The percentage of time of all interaction-processing activities.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Busy Time and Active Time Summarized State measures.	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_BUSY_TIME_PCT	**USED IN REPORT(S)** Agent Summary Activity Report

% Consult Received Time

CLASS Agent\..\Interaction State		DESCRIPTION The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received to the total duration within the interval of this agent's active session on a particular media channel.	
AVAILABLE MEDIA TYPES All (except Chat)			
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Consult Time.	
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Consult Received Time Interaction State measure and the Active Time Summarized State measure.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated		
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_CONSULT_RECEIVED_TIME_PCT	**USED IN REPORT(S)** Agent Interval Based Report Agent Summary Activity Report

% Distributed

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource to the total number of interactions that entered this queue and were offered to a resource.	
LOGICAL/BASE INTERACTION N/A		• **Queue Group Dimension:** The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed to a resource to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.	
MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:** • This measure was previously named % Calls Distributed. • This measure relies on the value of the short-abandoned threshold as configured: — In the [gim-etl*] section, for the 8.1.0⁻ releases. — In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Distributed and Offered Queue measures.	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_DISTRIBUTED_PCT	**USED IN REPORT(S)** Interaction Traffic Report

% Distributed 80

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource to the total number of interactions that entered this queue and were offered to a resource.
MEASURE TYPE Disposition	DATA TYPE Number	• **Queue Group Dimension:** The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed to a resource to the total number of interactions that entered queues that belong to this queue group and were offered to a resource. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Distributed and Offered 80 Queue measures.
INTRODUCED IN 8.1.1	DISCONTINUED IN 9.0 (targeted)	INTERNAL METRIC ID Q_DISTRIBUTED_PCT_80	USED IN REPORT(S) None

% Engage Time

CLASS Agent\..\Interaction State		DESCRIPTION The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Talk Time.
MEASURE TYPE Interval	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Engage Time Interaction State measure and the Active Time Summarized State measure.
ALTERNATE? No	AGG'N FUNCTION Db delegated	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_ENGAGE_TIME_PCT	USED IN REPORT(S) Agent Interval Based Report Agent Summary Activity Report

% Finished Service Level

CLASS Agent\..\Interaction State		DESCRIPTION The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named % Talk Time.
MEASURE TYPE Interval	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Engage Time Interaction State measure and the Active Time Summarized State measure.
ALTERNATE? No	AGG'N FUNCTION Db delegated	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_ENGAGE_TIME_PCT	USED IN REPORT(S) None

% Finished Service Level

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Finished in Threshold and Finished Business Attribute measures.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated		
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @T_FINISHED_SERVICE_LEVEL_PCT	**USED IN REPORT(S)** Customer Perspective Report

% First Response Time Service Level

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold to all customer interactions that were offered to handling resources.	
AVAILABLE MEDIA TYPES All		**Notes:** • Prior to release 7.6.2, this measure was derived by using the Offered Business Attribute measure. • This measure was previously named % Service Level.	
LOGICAL/BASE INTERACTION N/A		**DATABASE TABLE.COLUMN** Refer to the First Response in Threshold and Entered with Objective Business Attribute measures.	**USED IN REPORT(S)** Business Metrics Executive Report Customer Perspective Report Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Subtype Report Interaction Volume Service Type Report Interaction Volume Service Type Trend Report
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? Yes	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_SERVICE_LEVEL_RES_PCT	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

% Hold Time

CLASS		DESCRIPTION	
Agent\..\Interaction State		The percentage of time that this agent had customer interactions on hold within the interval to the total duration of the agent's active session within the interval.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Hold Time Interaction State measure and the Active Time Summarized State measure.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated		
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_HOLD_TIME_PCT	**USED IN REPORT(S)** Agent Interval Based Report Agent Summary Activity Report

% Invite Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The average amount of time, in seconds, attributable to the interval that customer interactions were alerting or ringing at agent resources before the interactions were either: • Abandoned or dropped for any reason or • Accepted by contact center resources.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Invite Time Interaction State measure and the Active Time Summarized State measure.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_INVITE_TIME_PCT	**USED IN REPORT(S)** Agent Summary Activity Report

% Ixn Wrap Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The percentage of time within the interval that this agent spent in ACW (Wrap) state related to customer calls to the total duration of the agent's active session within the interval. **Note:** This measure was previously named `% Inbound ACW Time`.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Ixn Wrap Time Interaction State measure and Active Time Summarized State measure.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_WRAP_TIME_IXN_PCT	**USED IN REPORT(S)** Agent Interval Based Report Agent Summary Activity Report

% Not Ready In Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The percentage of time that this agent spent on customer interactions that were accepted within the interval while the agent was in the NotReady state to the agent's total NotReady duration within the interval for a particular media channel. **Note:** Consultations and collaborations that the agent receives while in the NotReady state are excluded from this percentage.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Not Ready In Time Interaction State measure and the Not Ready Time Summarized State measure.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_NOT_READY_IN_TIME_PCT	**USED IN REPORT(S)** Agent Not Ready Report

% Not Ready Out Time

CLASS Agent\..\Interaction State		DESCRIPTION The percentage of time that this agent spent on customer interactions that were dialed within the interval while the agent was in the NotReady state to the agent's total NotReady duration within the interval.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Not Ready Out Time Interaction State measure and the Not Ready Time Summarized State measure.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_NOT_READY_OUT_TIME_PCT	USED IN REPORT(S) Agent Not Ready Report

% Not Ready Reason Time

CLASS Agent\..\Summarized State		DESCRIPTION The percentage of time within the interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code to the agent's total NotReady duration within the interval for a particular media channel. If no reason codes have been set up in your environment, this measure returns 0.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Not Ready Reason Time and Not Ready Time Summarized State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_STATE_RSN_TIME_NOT_READY_PCT	USED IN REPORT(S) Agent Not Ready Reason Code Report

% Not Ready Time

CLASS Agent\..\Summarized State		DESCRIPTION The percentage of time within the interval that this agent's state was NotReady to the total duration within the interval of the agent's active session on a particular media channel.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Not Ready Time and Active Time Summarized State measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID IA_NOT_READY_TIME_PCT	USED IN REPORT(S) Agent Not Ready Reason Code Report Agent Not Ready Report Agent Summary Activity Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

% Not Ready Time Rsn

CLASS		DESCRIPTION
Reason		The percentage of the time the agent spends in the NotReady state for a specific reason to the total duration of the agent's active session.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	8.0	I_A_NotReady_Time_PCT	None

% Occupancy

CLASS		DESCRIPTION
Agent\..\Summarized State		The percentage of time that this agent's state was Busy within the interval to the total duration within the interval of the agent's active session on a particular media channel. This measure reflects the percentage of time that agents actually spent handling interactions against their available or idle time.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		This measure is computed as active time minus ready and not-ready time divided by the difference of active and not-ready time.
N/A		
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
Yes	Db delegated	Refer to the Active Time, Ready Time, and Not Ready Time Summarized State measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_OCCUPANCY_PCT	Agent Summary Activity Report

% Ready Time

CLASS		DESCRIPTION
Agent\..\Summarized State		The percentage of time within the interval that this agent's state was Ready to the total duration within the interval of the agent's active session on a particular media channel.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Ready Time and Active Time Summarized State measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_READY_TIME_PCT	Agent Summary Activity Report

% Short Abandoned Waiting

CLASS Business Attribute\ BA Customer		DESCRIPTION The percentage of customer interactions of this business attribute that entered or began within the contact center and were abandoned or dropped for any reason within a specific threshold to the total number of customer interactions of this business attribute that entered or began within the contact center and were abandoned while waiting for the first handling resource.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-ID-IXN] section, for the 8.1.1⁺ releases.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Short Abandoned Waiting and Entered Business Attribute measures.	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID T_ABANDONED_SHORT_PCT	USED IN REPORT(S) None

% Short Abandoned Waiting 80

CLASS Business Attribute\BA Customer		DESCRIPTION The percentage of customer interactions of this business attribute that entered or began within the contact center and were abandoned or dropped for any reason within a specific threshold to the total number of customer interactions of this business attribute that entered or began within the contact center and were abandoned while waiting for the first handling resource.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Short Abandoned Waiting 80 and Entered Business Attribute measures.	
INTRODUCED IN 8.1.1	DISCONTINUED IN 9.0 (targeted)	INTERNAL METRIC ID @T_ABANDONED_SHORT_PCT_80	USED IN REPORT(S) None

% Short Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The percentage of customer interactions that entered this queue and were abandoned within a specific threshold to the total number of customer interactions that entered this queue and were abandoned.
		• **Queue Group Dimension:** The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold to the total number of customer interactions that entered queues that belong to this queue group and were abandoned.
MEASURE TYPE Disposition	**DATA TYPE** Number	The count excludes interactions that were abandoned after distribution. **Notes:** • This measure was previously named `% Calls Short Abandoned`. • This measure relies on the value of the short-abandoned threshold as configured: – In the `[gim-etl*]` section, for the 8.1.0⁻ releases. – In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Short Abandoned Waiting and Entered Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_SHORT_PCT	**USED IN REPORT(S)** None

% Short Abandoned Waiting 80

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The percentage of customer interactions that entered this queue and were abandoned within a specific threshold to the total number of customer interactions that entered this queue and were abandoned.
		• **Queue Group Dimension:** The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold to the total number of customer interactions that entered queues that belong to this queue group and were abandoned.
MEASURE TYPE Disposition	**DATA TYPE** Number	The count excludes interactions that were abandoned after distribution. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Short Abandoned Waiting 80 and Entered Queue measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_ABANDONED_SHORT_PCT_80	**USED IN REPORT(S)** None

% Transfer Initiated

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The percentage of accepted customer interactions that were transferred (warm or blind) by this agent. • **Agent Group Dimension:** The percentage of accepted customer interactions that were transferred (warm or blind) by agents who belong to this agent group. **Note:** This measure was previously named `% Calls Transferred`.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Transfer Initiated and Accepted Activity measures.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** A_TRANSFER_INIT_AGENT_PCT	**USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Interaction Handling Report Agent Group Service Type Report Agent Utilization Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

% Transfer Initiated Agent

CLASS		DESCRIPTION
Business Attribute\BA Customer		The percentage of customer interactions of this business attribute that were transferred (warm or blind) by agents to the total number of customer interactions of this business attribute that were accepted by agents. **Note:** This measure was previously named `% Calls Transferred Agent`.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Transfer Initiated Agent and Accepted Agent Business Attribute measures.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_TRANSFER_INIT_AGENT_PCT	**USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

% Transfer Initiated Agent

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The percentage of customer interactions that entered this queue, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents to the total number of interactions that entered this queue and were distributed and accepted by agents.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The percentage of customer interactions that entered queues that belong to this queue group, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents to the total number of interactions that entered queues that belong to this queue group and were distributed and accepted by agents. **Note:** This measure was previously named `% Transfer Initiated Agent`.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Transfer Initiated Agent and Accepted Agent Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_TRANSFER_INIT_AGENT_PCT	**USED IN REPORT(S)** Queue Summary Report

% Transfer Received Accepted

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent Group Dimension:** The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Transfer Received Accepted and Accepted Activity measures.
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_XFER_RECEIVED_ACCEPTED_PCT	**USED IN REPORT(S)** Agent Group Interaction Handling Report

% Unknown State Time

CLASS		DESCRIPTION
Agent\..\Summarized State		The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login to the total duration within the interval of the agent's active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DNs into the Ready state upon login.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Unknown State Time and Active Time Summarized State measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_UNKNOWN_STATE_TIME_PCT	**USED IN REPORT(S)** Agent Summary Activity Report

% Wrap In Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The percentage of time that this agent spent on customer interactions received within the interval while the agent DNs were in ACW (Wrap) state to the DN's total ACW state duration within the interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named % ACW InCall Time.
N/A		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Interval	Number	Refer to the Wrap In Time Interaction State measure and the Wrap Time Summarized State measure.
ALTERNATE?	AGG'N FUNCTION	
No	Db delegated	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	IA_WRAP_IN_TIME_PCT	Agent Wrap Report

% Wrap Out Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The percentage of time that this agent spent on customer interactions that the agent dialed within the interval while the agent's DNs were in ACW (Wrap) state to the DNs' total duration in the ACW summarized state within the interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named % ACW OutCall Time.
N/A		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Interval	Number	Refer to the Wrap Out Time Interaction State measure and the Wrap Time Summarized State measure.
ALTERNATE?	AGG'N FUNCTION	
No	Db delegated	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	IA_WRAP_OUT_TIME_PCT	Agent Wrap Report

% Wrap Time

CLASS		DESCRIPTION
Agent\..\Summarized State		The percentage of time that this agent spent in ACW (Wrap) state within the interval to the total duration of the agent's active session within the interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named % ACW Time.
N/A		
MEASURE TYPE	DATA TYPE	
Interval	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Db delegated	Refer to the Wrap Time and Active Time Summarized State measures.
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	IA_WRAP_TIME_PCT	Agent Summary Activity Report
			Agent Wrap Report

Abandoned Inviting

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		• **Agent Dimension:** The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at this agent.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times that customer interactions were abandoned or dropped for any reason while the interactions were alerting or ringing at agents who belong to this agent group.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** 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 at this agent.
Disposition	Number	
		Note: This measure was previously named `Calls Abandoned Ringing`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].ABANDONED_INVITE`
		`AG2_AGENT_GRP_[*].ABANDONED_INVITE`
		`AG2_AGENT_QUEUE_[*].ABANDONED_INVITE`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	A_ABANDONED_INVITING	Agent Conduct Report

Abandoned Inviting

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].ABANDONED_INVITE`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_ABANDONED_INVITING	None

Abandoned Inviting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** This measure was previously named `Calls Abandoned Ringing`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ABANDONED_INVITE` `AG2_QUEUE_GRP_[*].ABANDONED_INVITE`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_INVITE	Queue Outline Report

Abandoned Inviting

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Abandoned Inviting measures.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Abandoned Inviting and Consult Abandoned Inviting Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ABANDONED_INVITE_CC	Queue Outline Report

Abandoned Waiting

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Logical		**Note:** This measure was previously named `Calls Abandoned`.
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	`AG2_ID_[*].ABANDONED`
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Sum	T_ABANDONED	Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report
INTRODUCED IN	**DISCONTINUED IN**		
7.6.0	N/A		

Abandoned Waiting

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that contact attempts from this campaign returned an abandoned call result (`CALL_RESULT_CODE='ABANDONED'`).
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].ABANDONED
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_ABANDONED	**USED IN REPORT(S)** Campaign Summary Report

Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group 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.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `Calls Abandoned`.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].ABANDONED AG2_QUEUE_GRP_[*].ABANDONED
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED	**USED IN REPORT(S)** Interaction Traffic Group Report Interaction Traffic Report Queue Outline Report Queue Summary Report

Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Abandoned Waiting measures.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Abandoned Waiting and Consult Abandoned Waiting Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ABANDONED_CC	Queue Outline Report

Abandoned Waiting ST1

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the first abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		**Notes:**
Base		• This measure was previously named `Calls Abandoned STI 1`.
MEASURE TYPE	**DATA TYPE**	• Abandon thresholds are defined within one of the following sections:
Disposition	Number	— `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+]
		— `[agg-time-range-ABN]` section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_ABN_[*].ABANDONED_STI_1`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_1	Abandon Delay Report

Abandoned Waiting ST2

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the first and second abandon thresholds. If the second abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the first abandon threshold is not configured, this measure returns `0`.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**Notes:**
Disposition	Number	• This measure was previously named `Calls Abandoned STI 2`.
		• Abandon thresholds are defined within one of the following sections:
		— `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+]
		— `[agg-time-range-ABN]` section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_ABN_[*].ABANDONED_STI_2`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_2	Abandon Delay Report

Abandoned Waiting ST3

CLASS		DESCRIPTION	
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the second and third abandon thresholds. If the third abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the second abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
		• This measure was previously named `Calls Abandoned STI 3`.	
MEASURE TYPE	**DATA TYPE**	• Abandon thresholds are defined within one of the following sections:	
Disposition	Number	– [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]	
		– [agg-time-range-ABN] section for RAA 8.1.0[-]	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_3	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_3	Abandon Delay Report

Abandoned Waiting ST4

CLASS		DESCRIPTION	
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the third and fourth abandon thresholds. If the fourth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the third abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
		• This measure was previously named `Calls Abandoned STI 4`.	
MEASURE TYPE	**DATA TYPE**	• Abandon thresholds are defined within one of the following sections:	
Disposition	Number	– [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]	
		– [agg-time-range-ABN] section for RAA 8.1.0[-]	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_4	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_4	Abandon Delay Report

Abandoned Waiting ST5

CLASS		DESCRIPTION	
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the fourth and fifth abandon thresholds. If the fifth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fourth abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
		• This measure was previously named `Calls Abandoned STI 5`.	
MEASURE TYPE	**DATA TYPE**	• Abandon thresholds are defined within one of the following sections:	
Disposition	Number	– [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]	
		– [agg-time-range-ABN] section for RAA 8.1.0[-]	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_5	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STI_5	Abandon Delay Report

Abandoned Waiting ST6

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the fifth and sixth abandon thresholds. If the sixth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fifth abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:** • This measure was previously named `Calls Abandoned STI 6`. • Abandon thresholds are defined within one of the following sections: – `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+] – `[agg-time-range-ABN]` section for RAA 8.1.0[-]	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_ABN_[*].ABANDONED_STI_6`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STI_6	**USED IN REPORT(S)** Abandon Delay Report

Abandoned Waiting ST7

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the sixth and seventh abandon thresholds. If the seventh abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the sixth abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:** • This measure was previously named `Calls Abandoned STI 7`. • Abandon thresholds are defined within one of the following sections: – `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+] – `[agg-time-range-ABN]` section for RAA 8.1.0[-]	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_ABN_[*].ABANDONED_STI_7`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STI_7	**USED IN REPORT(S)** Abandon Delay Report

Abandoned Waiting ST8

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the seventh and eighth abandon thresholds. If the seventh abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this measure returns `0`.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:** • This measure was previously named `Calls Abandoned STI 8`. • Abandon thresholds are defined within one of the following sections: – `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+] – `[agg-time-range-ABN]` section for RAA 8.1.0[-]	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_ABN_[*].ABANDONED_STI_8`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STI_8	**USED IN REPORT(S)** Abandon Delay Report

Abandoned Waiting ST9

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the eighth and ninth abandon thresholds. If the ninth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this measure returns 0.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			

MEASURE TYPE
Disposition
	DATA TYPE
	Number
		Notes:
		• This measure was previously named `Calls Abandoned STI 9`.
		• Abandon thresholds are defined within one of the following sections:
		  – `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+]
		  – `[agg-time-range-ABN]` section for RAA 8.1.0[-]	

ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ABN_[*].ABANDONED_STI_9`	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_9	USED IN REPORT(S) Abandon Delay Report

Abandoned Waiting ST10

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the ninth and tenth abandon thresholds. If the tenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the ninth abandon threshold is not configured, this measure returns 0.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			

MEASURE TYPE
Disposition
	DATA TYPE
	Number
		Notes:
		• This measure was previously named `Calls Abandoned STI 10`.
		• Abandon thresholds are defined within one of the following sections:
		  – `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+]
		  – `[agg-time-range-ABN]` section for RAA 8.1.0[-]	

ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ABN_[*].ABANDONED_STI_10`	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_10	USED IN REPORT(S) Abandon Delay Report

Abandoned Waiting ST11

CLASS Queue\..\Abandoned Waiting STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the tenth and eleventh abandon thresholds. If the eleventh abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the tenth abandon threshold is not configured, this measure returns 0.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** Abandon thresholds are defined within one of the following sections: • `[agg-gim-thld-QUEUE-ABN]` section for RAA 8.1.1[+] • `[agg-time-range-ABN]` section for RAA 8.1.0[-]	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ABN_[*].ABANDONED_STI_11`	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STI_11	USED IN REPORT(S) Abandon Delay Report

Abandoned Waiting ST12

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the eleventh and twelfth abandon thresholds. If the twelfth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eleventh abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	DATA TYPE	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_12
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_12	Abandon Delay Report

Abandoned Waiting ST13

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the twelfth and thirteenth abandon thresholds. If the thirteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the twelfth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	DATA TYPE	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_13
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_13	Abandon Delay Report

Abandoned Waiting ST14

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the thirteenth and fourteenth abandon thresholds. If the fourteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the thirteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	DATA TYPE	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_14
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ABANDONED_STI_14	Abandon Delay Report

Abandoned Waiting ST15

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the fourteenth and fifteenth abandon thresholds. If the fifteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fourteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	**DATA TYPE**	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_15
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_15	Abandon Delay Report

Abandoned Waiting ST16

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the fifteenth and sixteenth abandon thresholds. If the sixteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fifteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	**DATA TYPE**	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_16
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_16	Abandon Delay Report

Abandoned Waiting ST17

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the sixteenth and seventeenth abandon thresholds. If the seventeenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the sixteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	**DATA TYPE**	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_17
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_17	Abandon Delay Report

Abandoned Waiting ST18

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the seventeenth and eighteenth abandon thresholds. If the eighteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the seventeenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**Note:** Abandon thresholds are defined within one of the following sections:
Disposition	Number	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
		• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_18
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_18	Abandon Delay Report

Abandoned Waiting ST19

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned within the time interval that is bound by the eighteenth and nineteenth abandon thresholds. If the nineteenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eighteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**Note:** Abandon thresholds are defined within one of the following sections:
Disposition	Number	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
		• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_19
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_19	Abandon Delay Report

Abandoned Waiting ST20

CLASS		DESCRIPTION
Queue\..\Abandoned Waiting STI		The total number of times that interactions entered this queue and were subsequently abandoned beyond the nineteenth abandon threshold. If the nineteenth abandon threshold is not configured, this measure returns 0.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		**Note:** Abandon thresholds are defined within one of the following sections:
MEASURE TYPE	**DATA TYPE**	• [agg-gim-thld-QUEUE-ABN] section for RAA 8.1.1[+]
Disposition	Number	• [agg-time-range-ABN] section for RAA 8.1.0[-]
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_ABN_[*].ABANDONED_STI_20
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ABANDONED_STI_20	Abandon Delay Report

Abandoned Waiting Time

CLASS Business Attribute\BA Customer		**DESCRIPTION** The total amount of time, in seconds, associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold. **Note:** This measure was previously named `Time to Abandon`.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ABANDONED_TIME`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ABANDONED_TIME	**USED IN REPORT(S)** None

Abandoned Waiting Time

CLASS Queue\Q Customer & Consults		**DESCRIPTION** The sum of customer and consult Abandoned Waiting Time measures.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting Time and Consult Abandoned Waiting Time Queue measures.	
ALTERNATE? No	**AGG'N FUNCTION** Sum		
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_TIME_CC	**USED IN REPORT(S)** None

Abandoned Waiting Time

CLASS Queue\Q Customer		**DESCRIPTION** The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** 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. • **Queue Group Dimension:** The total amount of time, in seconds, that customer interactions waited in queues that belong to this queue group 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. **Note:** This measure was previously named `Time to Abandon`.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].ABANDONED_TIME`
		`AG2_QUEUE_GRP_[*].ABANDONED_TIME`	

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_TIME	**USED IN REPORT(S)** None

Accept Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, pulled, or initiated by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by the handling resource. This measure includes alert (ring) time.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ACCEPT_TIME`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ACCEPT_TIME	**USED IN REPORT(S)** None

Accept Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.
MEASURE TYPE Disposition	**DATA TYPE** Number	The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time. **Note:** This measure was previously named `Wait Time to Answer`.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].ACCEPTED_TIME` `AG2_QUEUE_GRP_[*].ACCEPTED_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_TIME	**USED IN REPORT(S)** None

Accept Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accept Time measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Accept Time and Consult Accept Time Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_TIME_CC	**USED IN REPORT(S)** None

Accept Time Agent

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, pulled, or initiated by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by an agent—thereby, including alert time or ring time. **Note:** This measure was previously named `Time to Answer`.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ACCEPTED_AGENT_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ACCEPTED_AGENT_TIME	**USED IN REPORT(S)** None

Accept Time Agent

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by agents. • **Queue Group Dimension:** The total amount of time, in seconds, that customer interactions waited in queues that belong to this queue group 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. **Note:** This measure was previously named `Wait Time to Answer`.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].ACCEPTED_AGENT_TIME`
		`AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_TIME`

INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_TIME	**USED IN REPORT(S)** None

Accept Time Agent

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accept Time Agent measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Accept Time Agent and Consult Accept Time Agent Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_TIME_CC	**USED IN REPORT(S)** None

Accepted

CLASS	DESCRIPTION
Agent\Activity	The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All	
LOGICAL/BASE INTERACTION Base	• **Agent Dimension:** The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. • **Agent Group Dimension:** The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. • **Agent and Queue Dimensions:** The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, pulled, or initiated by this agent.

MEASURE TYPE	DATA TYPE	**Notes:** • This measure was previously named `Calls Inbound`. • For voice media, this measure is identical to Activity\Responses.
Disposition	Number	

		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].ACCEPTED`
		`AG2_AGENT_GRP_[*].ACCEPTED`
		`AG2_AGENT_QUEUE_[*].ACCEPTED`

ALTERNATE?	AGG'N FUNCTION	INTERNAL METRIC ID	USED IN REPORT(S)
No	Sum	A_ACCEPTED	Agent Conduct Report Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Interaction Handling Report Agent Group Queue Business Attribute Report Agent Group Service Type Report Agent Interaction Hierarchy Report Agent Social Engagement Report Agent Utilization Report Agent Queue Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

Accepted

CLASS	DESCRIPTION
Outbound Contact\Agent Contact	The total number of times that this agent accepted, answered, pulled, or initiated customer interactions that were associated with this campaign.
AVAILABLE MEDIA TYPES Voice	
LOGICAL/BASE INTERACTION Base	

MEASURE TYPE	DATA TYPE	
Disposition	Number	

ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	`AG2_AGENT_CAMPAIGN_[*].ACCEPTED`	

INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	A_CA_ACCEPTED	None

Accepted

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Logical		**Note:** This measure was previously named `Calls Answered`.	
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ACCEPTED`	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**INTERNAL METRIC ID** T_ACCEPTED	**USED IN REPORT(S)** Interaction Volume Business Result Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report Interaction Volume Summary Report

Accepted

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (`CALL_RESULT_CODE='ANSWERED'`).	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_CAMPAIGN_[*].ANSWERS`	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_ANSWERS	**USED IN REPORT(S)** Campaign Summary Report

Accepted

CLASS		DESCRIPTION	
Agent\..\Interaction State		The total number of customer interactions and warm consultations that were accepted, answered, pulled, or initiated by this agent within the interval or accepted, answered, pulled, or initiated in a prior interval but ensued in this interval.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION		**Notes:**	
MEASURE TYPE Interval		• Prior to release 7.6.2, this measure referenced the `TOTAL_INTERACTION_COUNT` column of the `AG2_INB_V_I_IXN_AGENT_[*]` Info Mart tables and views. • This measure was previously named `Calls Answered`.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** `AG2_I_AGENT_[*].ACCEPTED`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_ACCEPTED	**USED IN REPORT(S)** Agent Interval Based Report

Accepted

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
All		• **Queue Dimension:** 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 nonagent-associated DN (such as contact center resources that can alert).	
LOGICAL/BASE INTERACTION			
Base			
		• **Queue Group Dimension:** The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.	
MEASURE TYPE	**DATA TYPE**		
Disposition	Number	**Note:** This measure was previously named `Calls Answered`.	
		DATABASE TABLE.COLUMN	
		`AG2_QUEUE_[*].ACCEPTED` `AG2_QUEUE_GRP_[*].ACCEPTED`	
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Sum	Q_ACCEPTED	Interaction Traffic Group Report Interaction Traffic Report Queue Outline Report Queue Summary Report
INTRODUCED IN	**DISCONTINUED IN**		
7.6.0	N/A		

Accepted

CLASS		DESCRIPTION	
Queue\Q Customer & Consults		The sum of customer and consult Accepted measures.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	Refer to the Accepted and Consult Accepted Queue measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ACCEPTED_CC	Queue Outline Report

Accepted Agent

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by an agent.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Calls Answered Agent`.	
Logical			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	`AG2_ID_[*].ACCEPTED_AGENT`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_ACCEPTED_AGENT	None

Accepted Agent

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** 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.	
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number	• **Queue Group Dimension:** The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent. **Note:** This measure was previously named `Calls Answered Agent`.	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].ACCEPTED_AGENT`
		`AG2_QUEUE_GRP_[*].ACCEPTED_AGENT`	

INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT	USED IN REPORT(S) Queue Outline Report

Accepted Agent

CLASS Queue\Q Customer & Consults		DESCRIPTION The sum of customer and consult Accepted Agent measures.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN Refer to the Accepted Agent and Consult Received Accepted Queue measures.	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_CC	USED IN REPORT(S) Queue Outline Report

Accepted Agent in Threshold

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** This measure relies on the value of the accepted-by-agent threshold as configured:
		• In the [gim-etl*] section, for the 8.1.0⁻ releases.
		• In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].ACCEPTED_AGENT_THR
		AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_THR
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_THR	None

Accepted Agent in Threshold

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accepted Agent in Threshold measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Accepted Agent in Threshold and Consult Accepted Agent in Threshold Queue measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ACCEPTED_AGENT_THR_CC	None

Accepted Agent in Threshold 80

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the accepted-by-agent threshold as configured in the [gim-etl*] section.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].ACCEPTED_AGENT_THR_80
		AG2_QUEUE_GRP_[*].ACCEPTED_AGENT_THR_80
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	Q_ACCEPTED_AGENT_THR_80	None

Accepted Agent in Threshold 80

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accepted Agent in Threshold measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Accepted Agent in Threshold 80 and Consult Accepted Agent in Threshold 80 Queue measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	Q_ACCEPTED_AGENT_THR_CC_80	None

Accepted Agent ST1

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Notes:** • This measure was previously named Calls Answered STI 1 • Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE Disposition	**DATA TYPE** Number	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+] – [agg-time-range-ACC] section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_1	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_1	**USED IN REPORT(S)** Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST2

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the first and second service time thresholds. If the second service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the first service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Notes:** • This measure was previously named Calls Answered STI 2 • Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE Disposition	**DATA TYPE** Number	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+] – [agg-time-range-ACC] section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_2	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_2	**USED IN REPORT(S)** Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST3

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the second and third service time thresholds. If the third service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the second service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base		**Notes:**	
		• This measure was previously named `Calls Answered STI 3`	
		• Speed-of-accept thresholds are defined within one of the following sections:	
		– `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]	
MEASURE TYPE	**DATA TYPE**	– `[agg-time-range-ACC]` section for RAA 8.1.0[-]	
Disposition	Number	• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	`AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_3`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_3	Speed of Accept (seconds) Report
			Speed of Accept (hours) Report

Accepted Agent ST4

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the third and fourth service time thresholds. If the fourth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the third service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base		**Notes:**	
		• This measure was previously named `Calls Answered STI 4`	
		• Speed-of-accept thresholds are defined within one of the following sections:	
		– `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]	
MEASURE TYPE	**DATA TYPE**	– `[agg-time-range-ACC]` section for RAA 8.1.0[-]	
Disposition	Number	• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	`AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_4`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_4	Speed of Accept (seconds) Report
			Speed of Accept (hours) Report

Accepted Agent ST5

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the fourth and fifth service time thresholds. If the fifth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fourth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Notes:** • This measure was previously named `Calls Answered STI 5` • Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE Disposition	DATA TYPE Number	– `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+] – `[agg-time-range-ACC]` section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_5`	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_5	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST6

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the fifth and sixth service time thresholds. If the sixth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fifth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Notes:** • This measure was previously named `Calls Answered STI 6`. • Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE Disposition	DATA TYPE Number	– `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+] – `[agg-time-range-ACC]` section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_6`	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_6	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST7

CLASS Queue\..\Accepted Agent STI		**DESCRIPTION** The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the sixth and seventh service time thresholds. If the seventh service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the sixth service time threshold is not defined, this measure returns 0. **Notes:** • This measure was previously named `Calls Answered STI 7`. • Speed-of-accept thresholds are defined within one of the following sections: – `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+] – `[agg-time-range-ACC]` section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_7`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_7	**USED IN REPORT(S)** Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST8

CLASS Queue\..\Accepted Agent STI		**DESCRIPTION** The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the seventh and eighth service time thresholds. If the eighth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the seventh service time threshold is not defined, this measure returns 0. **Notes:** • This measure was previously named `Calls Answered STI 8`. • Speed-of-accept thresholds are defined within one of the following sections: – `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+] – `[agg-time-range-ACC]` section for RAA 8.1.0[-] • This measure previously excluded collaborations and simple consultations.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_8`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ACCEPTED_AGENT_STI_8	**USED IN REPORT(S)** Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST9

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the eighth and ninth service time thresholds. If the ninth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the eighth service time threshold is not defined, this measure returns `0`.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Notes:**
Base		• This measure was previously named `Calls Answered STI 9`
		• Speed-of-accept thresholds are defined within one of the following sections:
		— `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]
		— `[agg-time-range-ACC]` section for RAA 8.1.0[-]
MEASURE TYPE	**DATA TYPE**	• This measure previously excluded collaborations and simple consultations.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_9`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_9	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST10

CLASS		DESCRIPTION
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the ninth and tenth service time thresholds. If the ninth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the eighth service time threshold is not defined, this measure returns `0`.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Notes:**
Base		• This measure was previously named `Calls Answered STI 10`.
		• Speed-of-accept thresholds are defined within one of the following sections:
		— `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]
		— `[agg-time-range-ACC]` section for RAA 8.1.0[-]
MEASURE TYPE	**DATA TYPE**	• This measure previously excluded collaborations and simple consultations.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_10`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_AGENT_STI_10	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST11

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the tenth and eleventh service time thresholds. If the eleventh service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the tenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES All			

LOGICAL/BASE INTERACTION
Base
		Notes:
		• Speed-of-accept thresholds are defined within one of the following sections:
		  – [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]
		  – [agg-time-range-ACC] section for RAA 8.1.0[-]
		• This measure previously excluded collaborations and simple consultations.	

MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_11	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_11	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST12

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the eleventh and twelfth service time thresholds. If the twelfth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the eleventh service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES All			

LOGICAL/BASE INTERACTION
Base
		Notes:
		• Speed-of-accept thresholds are defined within one of the following sections:
		  – [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]
		  – [agg-time-range-ACC] section for RAA 8.1.0[-]
		• This measure previously excluded collaborations and simple consultations.	

MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_12	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_12	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST13

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the twelfth and thirteenth service time thresholds. If the thirteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the twelfth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base		**Notes:**	
		• Speed-of-accept thresholds are defined within one of the following sections:	
		– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
MEASURE TYPE	DATA TYPE	– [agg-time-range-ACC] section for RAA 8.1.0[-]	
Disposition	Number	• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_13	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_13	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST14

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the thirteenth and fourteenth service time thresholds. If the fourteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the thirteenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
		• Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE	DATA TYPE	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
Disposition	Number	– [agg-time-range-ACC] section for RAA 8.1.0[-]	
		• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_14	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_14	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST15

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the fourteenth and fifteenth service time thresholds. If the fifteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fourteenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base		**Notes:**	
		• Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE	**DATA TYPE**	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
Disposition	Number	– [agg-time-range-ACC] section for RAA 8.1.0[-]	
		• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_15	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_15	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST16

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the fifteenth and sixteenth service time thresholds. If the sixteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fifteenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base		**Notes:**	
		• Speed-of-accept thresholds are defined within one of the following sections:	
MEASURE TYPE	**DATA TYPE**	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
Disposition	Number	– [agg-time-range-ACC] section for RAA 8.1.0[-]	
		• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_16	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_16	Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST17

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the sixteenth and seventeenth service time thresholds. If the seventeenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the sixteenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
MEASURE TYPE	**DATA TYPE**	• Speed-of-accept thresholds are defined within one of the following sections:	
Disposition	Number	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
		– [agg-time-range-ACC] section for RAA 8.1.0[-]	
		• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_17	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_17	Speed of Accept (seconds) Report
			Speed of Accept (hours) Report

Accepted Agent ST18

CLASS		DESCRIPTION	
Queue\..\Accepted Agent STI		The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the seventeenth and eighteenth service time thresholds. If the eighteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the seventeenth service time threshold is not defined, this measure returns 0.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
		Notes:	
MEASURE TYPE	**DATA TYPE**	• Speed-of-accept thresholds are defined within one of the following sections:	
Disposition	Number	– [agg-gim-thld-QUEUE-ACC] section for RAA 8.1.1[+]	
		– [agg-time-range-ACC] section for RAA 8.1.0[-]	
		• This measure previously excluded collaborations and simple consultations.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_18	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ACCEPTED_AGENT_STI_18	Speed of Accept (seconds) Report
			Speed of Accept (hours) Report

Accepted Agent ST19

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent within the service time interval that is bound by the eighteenth and nineteenth service time thresholds. If the nineteenth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the eighteenth service time threshold is not defined, this measure returns `0`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			

MEASURE TYPE
Disposition
	DATA TYPE
	Number
		Notes:
		• Speed-of-accept thresholds are defined within one of the following sections:
		  – `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]
		  – `[agg-time-range-ACC]` section for RAA 8.1.0[-]
		• This measure previously excluded collaborations and simple consultations.	

ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_19`	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_19	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted Agent ST20

CLASS Queue\..\Accepted Agent STI		DESCRIPTION The total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent beyond the nineteenth service time interval. If the nineteenth service time threshold is not defined, this measure returns `0`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			

MEASURE TYPE
Disposition
	DATA TYPE
	Number
		Notes:
		• Speed-of-accept thresholds are defined within one of the following sections:
		  – `[agg-gim-thld-QUEUE-ACC]` section for RAA 8.1.1[+]
		  – `[agg-time-range-ACC]` section for RAA 8.1.0[-]
		• This measure previously excluded collaborations and simple consultations.	

ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT_STI_20`	
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ACCEPTED_AGENT_STI_20	USED IN REPORT(S) Speed of Accept (seconds) Report Speed of Accept (hours) Report

Accepted in Threshold

CLASS Business Attribute\BA Customer		DESCRIPTION The total number of times that customer interactions or established warm consultations of this business attribute that were accepted, answered, pulled, or initiated by a handling resource within the acceptance threshold.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Logical		**Note:** This measure relies on the value of the acceptance threshold as configured in the `[agg-gim-thld-ID-IXN]` section.	
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_ID_[*].ACCEPTED_THR`	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @T_ACCEPTED_THR	USED IN REPORT(S) None

Accepted in Threshold

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.
MEASURE TYPE	**DATA TYPE**	**Notes:**
Disposition	Number	• This measure was previously named `Calls Answered in Threshold`.
		• This measure relies on the value of the acceptance threshold as configured:
		– In the [`gim-etl*`] section, for the 8.1.0⁻ releases.
		– In the [`agg-gim-thld-QUEUE-IXN`] section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ACCEPTED_THR` `AG2_QUEUE_GRP_[*].ACCEPTED_THR`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_THR	None

Accepted in Threshold

CLASS		DESCRIPTION	
Queue\Q Customer & Consults		The sum of customer and consult Accepted-in-Threshold measures.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	
Disposition	Number	Refer to the Accepted in Threshold and Consult Accepted in Threshold Queue measures.	
ALTERNATE?	**AGG'N FUNCTION**		
No	Sum		
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ACCEPTED_THR_CC	None

Accepted in Threshold 80

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
		• **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the `[gim-etl*]` section.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ACCEPTED_THR_80` `AG2_QUEUE_GRP_[*].ACCEPTED_THR_80`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	Q_ACCEPTED_THR_80	None

Accepted in Threshold 80

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accepted-in-Threshold measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Accepted in Threshold 80 and Consult Accepted in Threshold 80 Queue measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	Q_ACCEPTED_THR_CC_80	None

Accepted Others

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a resource other than an agent, place DN, or extension DN. This measure is calculated as the difference between the total number of interactions of this business attribute that were accepted, answered, or pulled and the total number of interactions of this business attribute that were accepted, answered, or pulled by an agent resource.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Accepted and Accepted Agent Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	T_ACCEPTED_OTHER	None

Accepted Others

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.
MEASURE TYPE	**DATA TYPE**	This measure is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.
Disposition	Number	
		Note: This measure was previously named `Calls Answered Others` and excluded collaborations and simple consultations.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Accepted and Accepted Agent Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_OTHER	Queue Outline Report

Accepted Others

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Accepted Other measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Accepted Others and Consult Accepted Others Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ACCEPTED_OTHER_CC	Queue Outline Report

Accepted Thread

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Async		• **Agent Dimension:** The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.
LOGICAL/BASE INTERACTION		
Thread		• **Agent Group Dimension:** The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.
		• **Agent and Queue Dimensions:** The total number of customer-interaction threads that were accepted, pulled, or initiated from this queue for the first time by this agent.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This measure includes an agent's first participation in outbound replies to inbound interactions and yields the same values as Accepted Unique for media other than e-mail.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].ACCEPTED_THREAD`
		`AG2_AGENT_GRP_[*].ACCEPTED_THREAD`
		`AG2_AGENT_QUEUE_[*].ACCEPTED_THREAD`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	A_ACCEPTED_THREAD	Agent Interaction Hierarchy Report

Accepted Thread

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This measure includes a handling resource's first participation in outbound replies to inbound interactions.
AVAILABLE MEDIA TYPES		
Async		
LOGICAL/BASE INTERACTION		
Thread		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].ACCEPTED_THREAD`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	T_ACCEPTED_THREAD	None

Accepted Unique

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The total number of logical interactions that were accepted, initiated, or pulled by this agent.
LOGICAL/BASE INTERACTION Logical		• **Agent Group Dimension:** The total number of logical interactions that were accepted, initiated, or pulled by agents who belong to this agent group.
MEASURE TYPE Disposition	DATA TYPE Number	• **Agent and Queue Dimensions:** The total number of logical interactions that were accepted, initiated, or pulled from this queue by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_AGENT_[*].ACCEPTED_UNIQUE AG2_AGENT_GRP_[*].ACCEPTED_UNIQUE AG2_AGENT_QUEUE_[*].ACCEPTED_UNIQUE
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID A_ACCEPTED_UNIQUE	USED IN REPORT(S) Agent Interaction Hierarchy Report

Actionability

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The total score, assigned to interactions that were handled by this agent, that measures the degree to which interactions required agent attention.
LOGICAL/BASE INTERACTION N/A		• **Agent Group Dimension:** The total score, assigned to interactions that were handled by agents who belong to this agent group, that measures the degree to which interactions required agent attention.
MEASURE TYPE Disposition	DATA TYPE Number	• **Agent and Queue Dimension:** The total score, assigned to interactions that were handled by this agent and distributed from this queue, that measures the degree to which interactions required agent attention. Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_AGENT_[*].ACTIONABILITY AG2_AGENT_GRP_[*].ACTIONABILITY AG2_AGENT_QUEUE_[*].ACTIONABILITY
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @A_ACTIONABILITY	USED IN REPORT(S) None

Actionability Score

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention. Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].ACTIONABILITY	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_ACTIONABILITY	None

Active Time

CLASS		DESCRIPTION	
Detail\..\Session		The total amount of time, in seconds, between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
		Notes:	
MEASURE TYPE	**DATA TYPE**	• This measure was previously named Login Time Detail.	
Detail	Number	• If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	SM_RES_SESSION_FACT_GI2.TOTAL_DURATION	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	SESS_ACTIVE_TIME	Agent Details Activity Report Agent Login-Logout Details Report

Active Time

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total amount of time, in seconds, attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this measure starts the moment at which the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
		Notes:	
		• The measure was previously named `Login Time` and `Login Time Rsn`.	
MEASURE TYPE	**DATA TYPE**	• If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.	
Interval	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	`AG2_I_SESS_STATE_[*].ACTIVE_TIME`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_ACTIVE_TIME	Agent Interval Based Report
			Agent Not Ready Report
			Agent Summary Activity Report
			Agent Wrap Report

Agent - Queue A Group Combination

CLASS		DESCRIPTION	
Agent\Activity		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the `AG2_AGENT_QUEUE` aggregate table(s) only.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AG2_AGENT_QUEUE_[*].AGENT_GROUP_COMBINATION_KEY`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6	N/A	AQ_AGENT_GROUP_COMBINATION	None

Agent - Queue Q Group Combination

CLASS		DESCRIPTION	
Agent\Activity		This hidden measure is reserved for internal use to employ a key for a particular queue-group combination from the `AG2_AGENT_QUEUE` aggregate table(s) only.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AG2_AGENT_QUEUE_[*].QUEUE_GROUP_COMBINATION_KEY`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6	N/A	AQ_QUEUE_GROUP_COMBINATION	None

Agent Disconnect First

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Chat, Open (sync), Voice		• **Agent Dimension:** The total number of times during the reporting interval that this agent released customer interactions before the other party did.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times during the reporting interval that agents from this agent group released customer interactions before the other party did.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did.
Disposition	Number	
		The tally is incremented only when the system (such as the switch) provides such information.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].AGENT_DISCONNECT_FIRST`
		`AG2_AGENT_GRP_[*].AGENT_DISCONNECT_FIRST`
		`AG2_AGENT_QUEUE_[*].AGENT_DISCONNECT_FIRST`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	A_AGENT_DISCONNECT_FIRST	Agent Conduct Report

All SIT

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The sum of all contact-attempt special information tone (SIT) measures for which the call result was one of the following:
AVAILABLE MEDIA TYPES		• `SIT_INVALID_NUMBER`
Voice		• `SIT_NC` • `SIT_IC` • `SIT_RO`
LOGICAL/BASE INTERACTION		• `SIT_VC` • `SIT_DETECTED`
N/A		• `SIT_UNKNOWN_CALL_STATE`
MEASURE TYPE	**DATA TYPE**	**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the SIT Invalid Number, SIT No Circuit, SIT Operator Intercept, SIT Reorder, SIT Vacant, SIT Detected. and SIT Unknown Contact Attempt measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_TOTAL	Contact List Effectiveness

Answering Machine Detected

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that the system detected an answering machine for contact attempts from this campaign (CALL_RESULT_CODE= 'ANSWERING_MACHINE_DETECTED').	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_CAMPAIGN_[*].ANSW_MACHINE	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	CA_ANSW_MACHINE	Campaign Summary Report

ASA

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, it took agents to accept, answer, or pull customer interactions assigned this business attribute. **Note:** This measure is identical to BA Customer\Avg Accept Time Agent.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN	
Disposition	Number	Refer to the Avg Accept Time Agent Business Attribute measure.	
ALTERNATE?	AGG'N FUNCTION	INTERNAL METRIC ID	USED IN REPORT(S)
No	Sum	T_ASA	Interaction Volume Business Result Report
INTRODUCED IN	DISCONTINUED IN		Interaction Volume Customer Segment Report
7.6.0	N/A		Interaction Volume Service Type Report
			Interaction Volume Service Subtype Report

ASA

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. • **Queue Group Dimension:** The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. **Note:** This measure is identical to Queue\Avg Accept Time.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Db delegated	Refer to the Avg Accept Time Queue measure.	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	Q_ASA	None

Attempts

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of contact attempts that the Outbound Contact Server processed for this campaign regardless of the disposition of each attempt or how the attempt was initiated.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_CAMPAIGN_[*].ATTEMPTS`	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**INTERNAL METRIC ID** CA_ATTEMPTS	**USED IN REPORT(S)** Campaign Summary Report Contact List Effectiveness
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A		

Avg Abandoned Waiting Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that interactions of this business attribute waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent's desktop.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named `Avg Time to Abandon`.	
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Abandoned Waiting Time and Abandoned Waiting Business Attribute measures.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_ABANDONED_TIME_AVG	**USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

Avg Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		• **Queue Dimension:** The average amount of time, in seconds, that customer interactions spent at this queue before they were abandoned or dropped for any reason.
LOGICAL/BASE INTERACTION		
N/A		• **Queue Group Dimension:** The average amount of time, in seconds, that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This average includes the duration and count of short-abandoned interactions.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Abandoned Waiting Time and Abandoned Waiting Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**
7.6.0	N/A	Q_ABANDONED_TIME_AVG

USED IN REPORT(S)
Interaction Traffic Group Report
Interaction Traffic Report
Queue Summary Report

Avg Accept Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The average amount of time, in seconds, that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Accept Time and Accepted Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	T_ACCEPTED_TIME_AVG	None

Avg Accept Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
All		• **Queue Dimension:** The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.	
LOGICAL/BASE INTERACTION			
N/A		• **Queue Group Dimension:** The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.	
MEASURE TYPE	**DATA TYPE**		
Disposition	Number	**Note:** This measure is identical to Queue\ASA.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Accept Time and Accepted Queue measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_ACCEPTED_TIME_AVG	Interaction Traffic Group Report Interaction Traffic Report Queue Summary Report

Avg Accept Time Agent

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, it took agents to accept customer interactions of this business attribute.	
AVAILABLE MEDIA TYPES			
All		This measure is identical to BA Customer\ASA.	
LOGICAL/BASE INTERACTION			
N/A		**Note:** This measure was previously named Avg Accept Agent Time.	
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Accept Time Agent and Accepted Agent Business Attribute measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_ACCEPT_TIME_AGENT_AVG	Customer Perspective Report

Avg Accept Time Agent

CLASS		DESCRIPTION	
Queue\Q Customer		The average amount of time, in seconds, that customer interactions waited in this queue or queue group before they were accepted by agents. This duration includes alert (ring) time.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Accept Time Agent and Accepted Agent Queue measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ACCEPTED_AGENT_TIME_AVG	None

Avg Actionability Score

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The average score, assigned to interactions that were handled by this agent, measuring the degree to which interactions required agent attention.
LOGICAL/BASE INTERACTION N/A		• **Agent Group Dimension:** The average score, assigned to interactions that were handled by agents belonging to this agent group, measuring the degree to which interactions required agent attention.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The average score, assigned to interactions that were distributed from this queue and handled by this agent, measuring the degree to which interactions required agent attention. The average considers only those interactions for which an actionability score was assigned.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].ACTIONABILITY / AG2_AGENT_[*].ACTIONABILITY_OFFERED AG2_AGENT_GRP_[*].ACTIONABILITY / AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED AG2_AGENT_QUEUE_[*].ACTIONABILITY / AG2_AGENT_QUEUE_[*].ACTIONABILITY_OFFERED
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @A_ACTIONABILITY_AVG **USED IN REPORT(S)** Agent Social Engagement Report

Avg Actionability Score

CLASS		DESCRIPTION
Business Attribute\BA Customer		The average actionability score, assigned to interactions that entered or began within the contact center and were handled by this agent, measuring the degree to which interactions required agent attention.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		The average considers only those interactions for which an actionability score was assigned.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_ID_[*].ACTIONABILITY / AG2_ID_[*].ACTIONABILITY_ENTERED
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @T_ACTIONABILITY_AVG **USED IN REPORT(S)** Social Engagement Report

Avg Clear Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The average amount of time, in seconds, that customer interactions spent in a queue before they were cleared from this virtual queue.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The average amount of time, in seconds, that customer interactions spent in a queue before they were cleared from virtual queues that belong to this queue group.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Cleared and Clear Time Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_CLEARED_TIME_AVG	Queue Summary Report

Avg Consult Initiated Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** The average amount of time, in seconds, that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group were engaged on collaborations or simple consult interactions that the agents initiated, where the collaborations/consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were distributed from this queue and were associated with customer interactions.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Consult Initiated Time and Consult Initiated Activity measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	A_CONSULT_INITIATED_TIME_AVG	Agent Utilization Report

Avg Consult Received Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** The average amount of time, in seconds, that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group were engaged on collaborations or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent was engaged on collaborations or simple consultations that the agent received and that were distributed from this queue, where the collaborations/consultations were associated with customer interactions.
Disposition	Number	
		Note: This measure was previously named `Avg Consult Time`.
		DATABASE TABLE.COLUMN
		Refer to the Consult Received Time and Consult Received Accepted Activity measures.
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Db delegated	A_CONSULT_RECEIVED_TIME_AVG	Agent Group Business Result Report
INTRODUCED IN	**DISCONTINUED IN**		Agent Group Customer Segment Report
7.6.0	N/A		Agent Group Service Type Report
			Agent Utilization Report

Avg Consult Received Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		The average amount of time, in seconds, that resources spent in collaboration or simple consultation for customer interactions that were assigned this business attribute.
AVAILABLE MEDIA TYPES		
All (except Chat)		**Note:** This measure was previously named `Avg Consult Time`.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Consult Received Time and Consult Received Accepted Business Attribute measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_CONSULT_RECEIVED_TIME_AVG	None

Avg Consult Received Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The average amount of time, in seconds, that agents were engaged in collaborations or consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests.
LOGICAL/BASE INTERACTION		
N/A		• **Queue Group Dimension:** The average amount of time, in seconds, that agents were engaged in collaborations or consultations that were distributed from queues that belong to this queue group, where the agents were the recipients of the collaboration/consultation requests.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	QC_CONSULT_RECEIVED_TIME_AVG	None

Avg Consult Received Warm Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Agent Dimension:** The average amount of time, in seconds, that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.
Disposition	Number	
		This measure is attributed to the interval in which the consult interaction is offered to the receiving agent. This measure excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Consult Received Warm Time and Consult Received Accepted Warm Activity measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	A_CONSULT_RCV_WARM_TIME_AVG	Agent Utilization Report

Avg Consult Received Warm Wrap Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Agent Dimension:** The average amount of time, in seconds, that this agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents from this agent group spent in ACW state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and associated with customer interactions that were transferred to or conferenced with the agent.
Disposition	Number	
		This measure includes:
		• ACW durations that were associated with conferences where the customer leaves the interaction
		• Internal interactions that were transferred to the agent
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Consult Received Warm Wrap Time and Consult Received Warm Wrap Activity measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	A_CONSULT_RCV_WARM_WRAP_TIME_AVG	Agent Utilization Report

Avg Consult Received Wrap Time

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The average amount of time, in seconds, that this agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.	
LOGICAL/BASE INTERACTION N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group were in ACW state following simple consultations that the agents accepted, where the consultations were associated with customer calls.	
MEASURE TYPE Disposition	DATA TYPE Number	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent spent in ACW state following simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN Refer to the Consult Received Wrap Time and Consult Received Wrap Activity measures.	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_CONSULT_RECEIVED_WRAP_TIME_AVG	USED IN REPORT(S) Agent Utilization Report

Avg CPD Dial Time

CLASS Outbound Contact\Contact Attempt		DESCRIPTION The average dial duration, in milliseconds, of OCS-initiated calls. **Note:** Average dial duration for established calls is available only when the CPD Server is used for dialing.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN Refer to the CPD Dial Time and CPD Dial Contact Attempt measures.	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_CPD_DIAL_TIME_AVG_MS	USED IN REPORT(S) Campaign Summary Report

Avg CPD Time

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The average amount of time, in milliseconds, of call-progress detection for contact attempts initiated during this reporting interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the CPD Time and CPD Contact Attempt measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	CA_AVG_CPD_TIME_MS	Campaign Summary Report

Avg CPD Transfer Time

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The average amount of time, in milliseconds, of CPD transfers completed during the reporting interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the CPD Transfer Time and CPD Transfer Contact Attempt measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	CA_AVG_CPD_TRANSFER_TIME_MS	Campaign Summary Report

Avg Distribute Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The average amount of time, in seconds, that customer interactions or established warm consultations spent in this queue before they were distributed.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The average amount of time, in seconds, in seconds, that customer interactions or established warm consultations spent in queues that belong to this queue group before they were distributed.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Distributed and Distribute Time Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_DISTRIBUTED_TIME_AVG	Queue Summary Report

Avg Engage Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		• **Agent Dimension:** The average amount of time, in seconds, that this agent was engaged with customers. • **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group were engaged with customers.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** For interactions that were distributed or pulled from this queue, the average amount of time, in seconds, that this agent was engaged with customers. **Note:** This measure was previously named `Avg Talk Time`.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Engage Time and Accepted Activity measures.
		INTERNAL METRIC ID A_ENGAGE_TIME_AVG	**USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Interaction Handling Report Agent Group Service Type Report Agent Queue Report Agent Utilization Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	

Avg Engage Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The average amount of time, in seconds, that this agent was engaged with customers on interactions that were associated with this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Engage Time and Accepted Contact Attempt measures.
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_ENGAGE_TIME_AVG	**USED IN REPORT(S)** Agent Outbound Campaign Report

Avg Engage Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that agents were engaged with customers on interactions assigned this business attribute. **Note:** This measure was previously named `Avg Talk Time`.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN	
Disposition	Number	Refer to the Engage Time and Accepted Agent Business Attribute measures.	
ALTERNATE?	AGG'N FUNCTION	INTERNAL METRIC ID	USED IN REPORT(S)
No	Db delegated	T_ENGAGE_TIME_AVG	Interaction Volume Business Result Report
INTRODUCED IN	DISCONTINUED IN		Interaction Volume Customer Segment Report
7.6.0	N/A		Interaction Volume Service Type Report
			Interaction Volume Service Subtype Report

Avg Engage Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
All		• **Queue Dimension:** For customer interactions that were distributed or pulled from this queue, the average amount of time, in seconds, that agents were engaged with customers.	
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE	• **Queue Group Dimension:** For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time, in seconds, that agents were engaged with customers. **Note:** This measure was previously named `Avg Inbound Time`.	
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Db delegated	Refer to the Engage Time and Accepted Agent Queue measures.	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	Q_ENGAGE_TIME_AVG	Queue Summary Report

Avg Finish No Response Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN	
Disposition	Number	Refer to the Finish No Response Time and Finished No Response Business Attribute measures.	
ALTERNATE?	AGG'N FUNCTION		
No	Db delegated		
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	T_FINISH_NO_RESPONSE_TIME_AVG	Interaction Volume Summary Report

Avg Finish Response Time

CLASS		DESCRIPTION	
Business Attribute\ BA Customer		The average duration, in seconds, of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Finish Response Time and Finished Response Business Attribute measures.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_FINISH_RESPONSE_TIME_AVG	**USED IN REPORT(S)** Customer Perspective Report Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Subtype Report Interaction Volume Service Type Report Interaction Volume Summary Report
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A		

Avg Finish Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Finish Time and Finished Business Attribute measures.	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_FINISH_TIME_AVG	**USED IN REPORT(S)** None

Avg First Response Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created. For synchronous media, a response is considered to have been created when the interaction was accepted by a handling resource. For asynchronous media, the first reply to a given interaction must be sent in order to increment this measure.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the First Response Time and Responded Business Attribute measures.	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_FIRST_RESPONSE_TIME_AVG	**USED IN REPORT(S)** Customer Perspective Report

Avg Handle Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The average amount of time, in seconds, that this agent spent handling interactions that the agent received.
		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received.
		• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent spent handling interactions that the agent received and were distributed or pulled from this queue.
		This measure is computed as handle time divided by the sum of accepted interactions and received consultations.
LOGICAL/BASE INTERACTION		**DATABASE TABLE.COLUMN**
N/A		Refer to the Handle Time, Accepted, and Consult Received Accepted Activity measures.
MEASURE TYPE	**DATA TYPE**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
Disposition	Number	A_HANDLE_TIME_AVG	Agent Conduct Report
ALTERNATE?	**AGG'N FUNCTION**		Agent Group Business Result Report
Yes	Db delegated		Agent Group Customer Segment Report
			Agent Group Interaction Handling Report
INTRODUCED IN	**DISCONTINUED IN**		Agent Group Service Type Report
7.6.0	N/A		Agent Interaction Hierarchy Report
			Agent Queue Report
			Agent Utilization Report

Avg Handle Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The average amount of time, in seconds, that this agent spent handling interactions that were associated with this campaign. This measure is computed as handle time divided by the sum of accepted interactions and simple consult interactions that the agent received.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Handle Time, Accepted, and Consult Received Accepted Agent Contact measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Db delegated	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_HANDLE_TIME_AVG	Agent Outbound Campaign Report

Avg Handle Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Handle Time and Accepted Agent Business Attribute measures.	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** T_HANDLE_TIME_AVG	**USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Interaction Volume Service Type Report Interaction Volume Service Subtype Report

Avg Handle Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A		• **Queue Dimension:** The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.	
		• **Queue Group Dimension:** The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group.	
MEASURE TYPE Disposition	**DATA TYPE** Number	This measure is computed as handle time divided by the sum of agent-accepted interactions and simple consult interactions that agents received. This measure is attributed to the interval in which interactions entered the queue.	
ALTERNATE? Yes	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Handle Time, Accepted Agent, and Consult Received Accepted Queue measures.	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_HANDLE_TIME_AVG	**USED IN REPORT(S)** Queue Summary Report

Avg Hold Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		• **Agent Dimension:** The average amount of time, in seconds, that this agent had customer interactions on hold.
		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this group had customer interactions on hold.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent had customer interactions, that were distributed from this queue, on hold.
		This measured is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Hold and Hold Time Activity measures.
		INTERNAL METRIC ID A_HOLD_TIME_AVG	**USED IN REPORT(S)** Agent Conduct Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Interaction Handling Report Agent Group Service Type Report Agent Queue Report Agent Utilization Report

Avg Hold Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The average amount of time, in seconds, that customers spent on hold for interactions that were associated with this campaign. This measure is attributed to the interval in which the interactions were accepted by this agent.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Hold Time and Hold Contact Attempt measures.
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_HOLD_TIME_AVG	**USED IN REPORT(S)** Agent Outbound Campaign Report

Avg Hold Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that customers spent on hold for interactions assigned this business attribute. This measure is attributed to the interval in which the interactions were accepted by a resource.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	
Disposition	Number	Refer to the Hold Time and Hold Business Attribute measures.	
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Db delegated	T_HOLD_TIME_AVG	Interaction Volume Business Result Report
INTRODUCED IN	**DISCONTINUED IN**		Interaction Volume Customer Segment Report
7.6.0	N/A		Interaction Volume Service Type Report
			Interaction Volume Service Subtype Report

Avg Hold Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
Voice		• **Queue Dimension:** The average amount of time, in seconds, that agents had customers on hold for interactions that were distributed from this queue.	
LOGICAL/BASE INTERACTION			
N/A		• **Queue Group Dimension:** The average amount of time, in seconds, that agents had customers on hold for interactions that were distributed from queues that belong to this queue group.	
MEASURE TYPE	**DATA TYPE**	This measure is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.	
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Hold Time and Hold Queue measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_HOLD_TIME_AVG	Queue Summary Report

Avg Influence Score

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
All		• **Agent Dimension:** The average score representing the clout amassed on social networks for interactions handled by this agent.	
LOGICAL/BASE INTERACTION			
N/A		• **Agent Group Dimension:** The average score representing the clout amassed on social networks for interactions handled by agents belonging to this agent group.	
		• **Agent and Queue Dimensions:** The average score representing the clout amassed on social networks for interactions that were distributed from this queue and handled by this agent.	
MEASURE TYPE	**DATA TYPE**		
Disposition	Number	The average considers only those interactions for which an actionability score was assigned.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	

No	Db delegated	`AG2_AGENT_[*].INFLUENCE / AG2_AGENT_[*].INFLUENCE_OFFERED`
		`AG2_AGENT_GRP_[*].INFLUENCE / AG2_AGENT_GRP_[*].INFLUENCE_OFFERED`
		`AG2_AGENT_QUEUE_[*].INFLUENCE/AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED`	

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_INFLUENCE_AVG	Agent Social Engagement Report

Avg Influence Score

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average score representing the customer's clout amassed on social networks at the moment when interactions entered or began within the contact center.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	`AG2_ID_[*].INFLUENCE / AG2_ID_[*].INFLUENCE_ENTERED`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_INFLUENCE_AVG	Social Engagement Report

Avg Invite Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that customer interactions alerted or rang at agent resources before the interactions were accepted plus the average duration of dialing that agents performed, where the calls were successfully established. This measure is attributed to the interval in which the interactions began.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**	**Note:** The dialing component of this measure applies to voice media only.	
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Invite Time and Invite Business Attribute measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_INVITE_TIME_AVG	None

Avg Invite Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The average amount of time, in seconds, that customer interactions—distributed from this queue—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.
LOGICAL/BASE INTERACTION		
N/A		
		• **Queue Group Dimension:** The average amount of time, in seconds, that customer interactions—distributed from queues that belong to this queue group—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
		Note: The dialing component of this measure applies to voice media only.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Invite Time and Invite Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_INVITE_TIME_AVG	None

Avg Preview Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The average amount of time, in seconds, that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent's desktop.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Preview Time and Preview Agent Contact measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_PREVIEW_TIME_AVG	Agent Outbound Campaign Report

Avg Revenue

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The average amount of revenue that is generated for interactions handled by this agent.
LOGICAL/BASE INTERACTION N/A		• **Agent Group Dimension:** The average amount of revenue that is generated for interactions handled by agents of this agent group. • **Agent and Queue Dimensions:** The average amount of revenue that is generated for interactions distributed from this queue and handled by this agent. The average considers only those interactions for which revenue was generated.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously calculated using the Entered with Revenue measure. Beginning with the 8.1.0 release, this measure references the Offered with Revenue measure instead.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Revenue and Offered with Revenue Activity measures.
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_REVENUE_AVG	**USED IN REPORT(S)** None

Avg Revenue

CLASS		DESCRIPTION
Business Attribute\BA Customer		The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Revenue and Entered with Revenue Business Attribute measures.
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_REVENUE_AVG	**USED IN REPORT(S)** Customer Perspective Report

Avg Satisfaction

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The average customer-satisfaction score of interactions handled by this agent.
LOGICAL/BASE INTERACTION N/A		• **Agent Group Dimension:** The average customer-satisfaction score of interactions handled by agents who belong to this agent group.
		• **Agent and Queue Dimensions:** The average customer-satisfaction score of interactions distributed from this queue and handled by this agent.
MEASURE TYPE Disposition	**DATA TYPE** Number	The tally considers only those interactions for which customer satisfaction was recorded. **Note:** This average was previously calculated using the Entered with Satisfaction measure. Beginning with the 8.1.0 release, this measure references the Offered with Satisfaction measure instead.
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Satisfaction and Offered with Satisfaction Activity measures.	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_SATISFACTION_AVG	**USED IN REPORT(S)** None

Avg Satisfaction

CLASS		DESCRIPTION
Business Attribute\BA Customer		The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which customer satisfaction was recorded.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Satisfaction and Entered with Satisfaction Business Attribute measures.	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_SATISFACTION_AVG	**USED IN REPORT(S)** Customer Perspective Report

Avg Sentiment Score

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The average score reflecting the attitude expressed by customers for interactions that were handled by this agent.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.
Disposition	Number	
		The average considers only those interactions for which a sentiment score was assigned.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Db delegated	`AG2_AGENT_[*].SENTIMENT / AG2_AGENT_[*].SENTIMENT_OFFERED`
		`AG2_AGENT_GRP_[*].SENTIMENT / AG2_AGENT_GRP_[*].SENTIMENT_OFFERED`
		`AG2_AGENT_QUEUE_[*].SENTIMENT /`
		`   AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_SENTIMENT_AVG	Agent Social Engagement Report

Avg Sentiment Score

CLASS		DESCRIPTION
Business Attribute\BA Customer		The average score reflecting the attitude expressed by customers for interactions that entered or began within the contact center.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	`AG2_ID_[*].SENTIMENT / AG2_ID_[*].SENTIMENT_ENTERED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_SENTIMENT_AVG	Social Engagement Report

Avg Wrap Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Agent Dimension:** The average amount of time, in seconds, that this agent spent on customer interactions while in ACW (Wrap) state.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The average amount of time, in seconds, that agents who belong to this agent group, spent on customer interactions while in ACW state.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The average amount of time, in seconds, that this agent spent on customer interactions while in ACW state, where the interactions were distributed from this queue.
Disposition	Number	**Note:** This measure was previously named `Avg ACW Time`.
		DATABASE TABLE.COLUMN
		Refer to the Wrap Time and Wrap Activity measures.
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Db delegated	A_WRAP_TIME_AVG	Agent Conduct Report
			Agent Group Business Result Report
			Agent Group Customer Segment Report
			Agent Group Interaction Handling Report
INTRODUCED IN	**DISCONTINUED IN**		Agent Group Service Type Report
7.6.0	N/A		Agent Queue Report
			Agent Utilization Report

Avg Wrap Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The average amount of time, in seconds, that this agent spent performing after call work for customer interactions that were associated with this campaign.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Wrap Time and Wrap Agent Contact measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_WRAP_TIME_AVG	Agent Outbound Campaign Report

Avg Wrap Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The average amount of time, in seconds, that agents spent performing after call work for customer interactions that were assigned this business attribute.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Avg ACW Time`.	
N/A			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	
Disposition	Number	Refer to the Wrap Time and Wrap Business Attribute measures.	
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Db delegated	T_WRAP_TIME_AVG	Interaction Volume Business Result Report
INTRODUCED IN	**DISCONTINUED IN**		Interaction Volume Customer Segment Report
7.6.0	N/A		Interaction Volume Service Type Report
			Interaction Volume Service Subtype Report

Avg Wrap Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION		• **Queue Dimension:** The average amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.	
N/A			
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The average amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.	
Disposition	Number		
		Note: This measure was previously named `Avg ACW Time`.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	Refer to the Wrap Time and Wrap Queue measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_WRAP_TIME_AVG	Queue Summary Report

Bound 1

CLASS		DESCRIPTION	
Service Objects		The lower boundary of the second service time interval and the upper boundary of the first service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES			
N/A			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**	• `[agg-time-range-ABN]` and `[agg-time-range-ACC]` sections for release 8.1.0-.	
N/A	Number	• `[agg-gim-thld-QUEUE-ABN]` and `[agg-gim-thld-QUEUE-ACC]` sections for release 8.1.1+.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AGR_TIME_RANGE.BOUND_1` (Release 8.1.0-) `AGR_SCFG.INT_VAL_01` (Release 8.1.1+)	(These are internal tables that store time ranges for different media.)
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	TIME_BOUND1 (Release 8.1.0-) TIME_INT_VAL_01 (Release 8.1.1+)	Abandon Delay Report Speed of Accept (seconds) Report

Bound 2

CLASS Service Objects		DESCRIPTION The lower boundary of the third service time interval and the upper boundary of the second service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0⁻.	
LOGICAL/BASE INTERACTION N/A		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1⁺.	
MEASURE TYPE N/A	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_2` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_02` (Release 8.1.1⁺)	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND2 (Release 8.1.0⁻) TIME_INT_VAL_02 (Release 8.1.1⁺)	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 3

CLASS Service Objects		DESCRIPTION The lower boundary of the fourth service time interval and the upper boundary of the third service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0⁻.	
LOGICAL/BASE INTERACTION N/A		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1⁺.	
MEASURE TYPE N/A	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_3` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_03` (Release 8.1.1⁺)	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND3 (Release 8.1.0⁻) TIME_INT_VAL_03 (Release 8.1.1⁺)	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 4

CLASS Service Objects		DESCRIPTION The lower boundary of the fifth service time interval and the upper boundary of the fourth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0⁻.	
LOGICAL/BASE INTERACTION N/A		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1⁺.	
MEASURE TYPE N/A	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_4` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_04` (Release 8.1.1⁺)	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND4 (Release 8.1.0) TIME_INT_VAL_04 (Release 8.1.1)	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 5

CLASS Service Objects		DESCRIPTION The lower boundary of the sixth service time interval and the upper boundary of the fifth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].	
MEASURE TYPE N/A	DATA TYPE Number	• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_5` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_05` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND5 (Release 8.1.0[-]) TIME_INT_VAL_05 (Release 8.1.1[+])	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 6

CLASS Service Objects		DESCRIPTION The lower boundary of the seventh service time interval and the upper boundary of the sixth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].	
MEASURE TYPE N/A	DATA TYPE Number	• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_6` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_06` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND6 (Release 8.1.0[-]) TIME_INT_VAL_06 (Release 8.1.1[+])	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 7

CLASS Service Objects		DESCRIPTION The lower boundary of the eighth service time interval and the upper boundary of the seventh service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE N/A	DATA TYPE Number	• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-]. • [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AGR_TIME_RANGE.BOUND_7` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_07` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID TIME_BOUND7 (Release 8.1.0[-]) TIME_INT_VAL_07 (Release 8.1.1[+])	USED IN REPORT(S) Abandon Delay Report Speed of Accept (seconds) Report

Bound 8

CLASS		DESCRIPTION	
Service Objects		The lower boundary of the ninth service time interval and the upper boundary of the eighth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].	
MEASURE TYPE N/A	**DATA TYPE** Number	• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_8` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_08` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND8 (Release 8.1.0[-]) TIME_INT_VAL_08 (Release 8.1.1[+])	**USED IN REPORT(S)** Abandon Delay Report Speed of Accept (seconds) Report

Bound 9

CLASS		DESCRIPTION	
Service Objects		The lower boundary of the tenth service time interval and the upper boundary of the ninth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].	
MEASURE TYPE N/A	**DATA TYPE** Number	• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_9` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_09` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND9 (Release 8.1.0[-]) TIME_INT_VAL_09 (Release 8.1.1[+])	**USED IN REPORT(S)** Abandon Delay Report Speed of Accept (seconds) Report

Bound 10

CLASS		DESCRIPTION	
Service Objects		The upper boundary of the tenth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Abandon Delay` and `Speed of Accept` reports and is derived from options in the:	
AVAILABLE MEDIA TYPES N/A			
LOGICAL/BASE INTERACTION N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].	
MEASURE TYPE N/A	**DATA TYPE** Number	• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_10` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_010` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND10 (Release 8.1.0[-]) TIME_INT_VAL_10 (Release 8.1.1[+])	**USED IN REPORT(S)** None

Bound 11

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the eleventh service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:		
AVAILABLE MEDIA TYPES N/A				
LOGICAL/BASE INTERACTION N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0⁻. • [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1⁺.		
MEASURE TYPE N/A	**DATA TYPE** Number			
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_11` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_11` (Release 8.1.1⁺)		(These are internal tables that store time ranges for different media.)
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND11 (Release 8.1.0⁻) TIME_INT_VAL_11 (Release 8.1.1⁺)		**USED IN REPORT(S)** Speed of Accept (hours) Report

Bound 12

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the twelfth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:		
AVAILABLE MEDIA TYPES N/A				
LOGICAL/BASE INTERACTION N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0⁻. • [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1⁺.		
MEASURE TYPE N/A	**DATA TYPE** Number			
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_12` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_12` (Release 8.1.1⁺)		(These are internal tables that store time ranges for different media.)
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND12 (Release 8.1.0⁻) TIME_INT_VAL_12 (Release 8.1.1⁺)		**USED IN REPORT(S)** Speed of Accept (hours) Report

Bound 13

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the thirteenth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:		
AVAILABLE MEDIA TYPES N/A				
LOGICAL/BASE INTERACTION N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0⁻. • [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1⁺.		
MEASURE TYPE N/A	**DATA TYPE** Number			
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `AGR_TIME_RANGE.BOUND_13` (Release 8.1.0⁻) `AGR_SCFG.INT_VAL_13` (Release 8.1.1⁺)		(These are internal tables that store time ranges for different media.)
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** TIME_BOUND13 (Release 8.1.0⁻) TIME_INT_VAL_13 (Release 8.1.1⁺)		**USED IN REPORT(S)** Speed of Accept (hours) Report

Bound 14

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the fourteenth service time interval for both the Abandoned and Accepted Agent groups of STI measures. This value appears in the legend of the Speed of Accept (hours) report is derived from options in the:		
AVAILABLE MEDIA TYPES				
N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].		
LOGICAL/BASE INTERACTION		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].		
N/A				
MEASURE TYPE	DATA TYPE			
N/A	Number			
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN		
No	None	AGR_TIME_RANGE.BOUND_14 (Release 8.1.0[-]) AGR_SCFG.INT_VAL_14 (Release 8.1.1[+])		(These are internal tables that store time ranges for different media.)
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID		USED IN REPORT(S)
8.0.0	N/A	TIME_BOUND14 (Release 8.1.0[-]) TIME_INT_VAL_14 (Release 8.1.1[+])		Speed of Accept (hours) Report

Bound 15

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the fifteenth service time interval for both the Abandoned and Accepted Agent groups of STI measures. This value appears in the legend of the Speed of Accept (hours) report is derived from options in the:		
AVAILABLE MEDIA TYPES				
N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].		
LOGICAL/BASE INTERACTION		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].		
N/A				
MEASURE TYPE	DATA TYPE			
N/A	Number			
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN		
No	None	AGR_TIME_RANGE.BOUND_15 (Release 8.1.0[-]) AGR_SCFG.INT_VAL_15 (Release 8.1.1[+])		(These are internal tables that store time ranges for different media.)
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID		USED IN REPORT(S)
8.0.0	N/A	TIME_BOUND15 (Release 8.1.0[-]) TIME_INT_VAL_15 (Release 8.1.1[+])		Speed of Accept (hours) Report

Bound 16

CLASS		DESCRIPTION		
Service Objects		The upper boundary of the sixteenth service time interval for both the Abandoned and Accepted Agent groups of STI measures. This value appears in the legend of the Speed of Accept (hours) report is derived from options in the:		
AVAILABLE MEDIA TYPES				
N/A		• [agg-time-range-ABN] and [agg-time-range-ACC] sections for release 8.1.0[-].		
LOGICAL/BASE INTERACTION		• [agg-gim-thld-QUEUE-ABN] and [agg-gim-thld-QUEUE-ACC] sections for release 8.1.1[+].		
N/A				
MEASURE TYPE	DATA TYPE			
N/A	Number			
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN		
No	None	AGR_TIME_RANGE.BOUND_16 (Release 8.1.0[-]) AGR_SCFG.INT_VAL_16 (Release 8.1.1[+])		(These are internal tables that store time ranges for different media.)
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID		USED IN REPORT(S)
8.0.0	N/A	TIME_BOUND16 (Release 8.1.0[-]) TIME_INT_VAL_16 (Release 8.1.1[+])		Speed of Accept (hours) Report

Bound 17

CLASS		DESCRIPTION	
Service Objects		The upper boundary of the seventeenth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:	
AVAILABLE MEDIA TYPES			
N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0[-].	
LOGICAL/BASE INTERACTION		• [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1[+].	
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AGR_TIME_RANGE.BOUND_17` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_17` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	TIME_BOUND17 (Release 8.1.0[-]) TIME_INT_VAL_17 (Release 8.1.1[+])	Speed of Accept (hours) Report

Bound 18

CLASS		DESCRIPTION	
Service Objects		The upper boundary of the eighteenth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:	
AVAILABLE MEDIA TYPES			
N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0[-].	
LOGICAL/BASE INTERACTION		• [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1[+].	
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AGR_TIME_RANGE.BOUND_18` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_18` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	TIME_BOUND18 (Release 8.1.0[-]) TIME_INT_VAL_18 (Release 8.1.1[+])	Speed of Accept (hours) Report

Bound 19

CLASS		DESCRIPTION	
Service Objects		The upper boundary of the nineteenth service time interval for both the `Abandoned` and `Accepted Agent` groups of STI measures. This value appears in the legend of the `Speed of Accept (hours)` report is derived from options in the:	
AVAILABLE MEDIA TYPES			
N/A		• [`agg-time-range-ABN`] and [`agg-time-range-ACC`] sections for release 8.1.0[-].	
LOGICAL/BASE INTERACTION		• [`agg-gim-thld-QUEUE-ABN`] and [`agg-gim-thld-QUEUE-ACC`] sections for release 8.1.1[+].	
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	`AGR_TIME_RANGE.BOUND_19` (Release 8.1.0[-]) `AGR_SCFG.INT_VAL_19` (Release 8.1.1[+])	(These are internal tables that store time ranges for different media.)
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	TIME_BOUND19 (Release 8.1.0[-]) TIME_INT_VAL_19 (Release 8.1.1[+])	Speed of Accept (hours) Report

Busy

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (`CALL_RESULT_CODE='BUSY'`).	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].BUSY	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_BUSY	**USED IN REPORT(S)** Campaign Summary Report

Busy

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total number of times that this agent was in the `Busy` state within the interval in order to process interactions including consultations and excluding after-call work.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_SESS_STATE_[*].BUSY	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_BUSY	**USED IN REPORT(S)** None

Busy Time

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total duration, in seconds, of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_SESS_STATE_[*].BUSY_TIME	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_BUSY_TIME	**USED IN REPORT(S)** Agent Summary Activity Report

Callbacks Completed

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CALLBKS_COMPL	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CALLBKS_COMPL	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Callbacks Missed

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that campaign callbacks were missed.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CALLBKS_MISSED	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CALLBKS_MISSED	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Callbacks Scheduled

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the reporting interval that agents rescheduled contact attempts from this campaign.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CALLBKS_SCHED	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CALLBKS_SCHEDUL	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Canceled

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of canceled records that were dialed from this campaign during the reporting interval.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_CAMPAIGN_[*].CANCEL
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_CANCEL	None

Clear Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The total duration, in seconds, that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total duration, in seconds, that customer interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
		Note: Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CLEARED_TIME
		AG2_QUEUE_GRP_[*].CLEARED_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_CLEARED_TIME	None

Clear Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Clear Time measures.
AVAILABLE MEDIA TYPES		
All		**Note:** Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Clear Time and Consult Clear Time Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_CLEARED_TIME_CC	None

Cleared

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.
		Clearing involves any of the following:
		• Distribution to a parallel virtual queue.
MEASURE TYPE	**DATA TYPE**	• Default routed by the switch.
Disposition	Number	• 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.
		Clearing excludes:
		• Interactions that the customer abandoned while still queued.
		• Interactions that were distributed from this virtual queue, workbin, or interaction queue.
		• Interactions that were queued for consultation or collaboration.
		Note: This measure was previously named `Calls Diverted`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CLEARED` `AG2_QUEUE_GRP_[*].CLEARED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_CLEARED	Queue Outline Report

Cleared

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Cleared measures.
AVAILABLE MEDIA TYPES		**Note:** Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Cleared and Consult Cleared Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_CLEARED_CC	Queue Outline Report

Conference Initiated

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The total number of times that this agent initiated conferences for customer interactions that the agent received, where the conferences were established. • **Agent Group Dimension:** The total number of times that agents who belong to this agent group initiated conferences for customer interactions that the agent received, where the conferences were established. • **Agent and Queue Dimensions:** The total number of times that this agent initiated conferences for customer interactions that the agent received, where the interactions were distributed or pulled from this queue and, where the conferences were established. The count includes the number of established conferences that were initiated for transferred interactions that the agent received. **Note:** This measure was previously named `Calls Conference Initiated`.	
AVAILABLE MEDIA TYPES All (except Email)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number		

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].CONFERENCE_INITIATED`
		`AG2_AGENT_GRP_[*].CONFERENCE_INITIATED`
		`AG2_AGENT_QUEUE_[*].CONFERENCE_INITIATED`	

INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_CONFERENCE_INITIATED	USED IN REPORT(S) Agent Utilization Report

Conference Initiated Agent

CLASS Business Attribute\BA Customer		DESCRIPTION The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.	
AVAILABLE MEDIA TYPES All (except Email)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_ID_[*].CONFERENCE_INIT_AGENT`	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID T_CONFERENCE_INIT_AGENT	USED IN REPORT(S) None

Conference Initiated Agent

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Email)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	The count includes the number of established conferences that were initiated for transferred interactions that agents received.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONFERENCE_INIT_AGENT` `AG2_QUEUE_GRP_[*].CONFERENCE_INIT_AGENT`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_CONFERENCE_INIT_AGENT	None

Conference Initiated Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The amount of time, in seconds, that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.
AVAILABLE MEDIA TYPES		
All (except Email)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`INTERACTION_RESOURCE_FACT_GI2.CONF_INIT_TALK_DURATION`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	IRF_CONFERENCE_INITIATED_TIME	Interaction Handling Attempt Report

Conference Received Accepted

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Email)		
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total number of times that this agent joined conferences to participate in customer interactions. • **Agent Group Dimension:** The total number of times that agents from this agent group joined conferences to participate in customer interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue. **Note:** This measure was previously named `Calls Conference Received`.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].CONFERENCE_RECEIVED_ACCEPTED AG2_AGENT_GRP_[*].CONFERENCE_RECEIVED_ACCEPTED AG2_AGENT_QUEUE_[*].CONFERENCE_RECEIVED_ACCEPTED
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONFERENCE_RECEIVED_ACCEPTED **USED IN REPORT(S)** Agent Utilization Report

Conference Received Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.
AVAILABLE MEDIA TYPES All (except Email)		
LOGICAL/BASE INTERACTION Base		**Note:** This measure was previously named `Conference Received Time`.
MEASURE TYPE Detail	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** INTERACTION_RESOURCE_FACT_GI2.CONF_JOIN_TALK_DURATION
INTRODUCED IN 7.6.2	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_CONFERENCE_RECEIVED_TIME **USED IN REPORT(S)** Interaction Handling Attempt Report

Consult Abandoned Inviting

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		
		• **Queue Group Dimension:** The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_ABANDONED_INVITE AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_INVITE
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_ABANDONED_INVITE	**USED IN REPORT(S)** Queue Outline Report

Consult Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		
		• **Queue Group Dimension:** The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the short-abandoned threshold where the consultations were associated with customer interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_ABANDONED AG2_QUEUE_GRP_[*].CONSULT_ABANDONED
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_ABANDONED	**USED IN REPORT(S)** Queue Outline Report

Consult Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that simple consult interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be established.
MEASURE TYPE	**DATA TYPE**	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.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONSULT_ABANDONED_TIME` `AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ABANDONED_TIME	None

Consult Accept Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total amount of time, in seconds, that simple consult interactions waited in this queue before they were accepted by handling resources.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that simple consult interactions waited in queues that belong to this queue group before they were accepted by handling resources.
MEASURE TYPE	**DATA TYPE**	The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONSULT_ACCEPTED_TIME` `AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ACCEPTED_TIME	None

Consult Accept Time Agent

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total amount of time, in seconds, that consult interactions waited in this queue before they were accepted by agents.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that consult interactions or warm consultations waited in queues that belong to this queue group before they were accepted by agents.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	Duration starts when the interaction enters the queue and ends when the interaction is accepted by an agent—thereby, including alert (ring) time.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_TIME` `AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ACCEPTED_AGENT_TIME	None

Consult Accepted

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions, that were distributed from this queue, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONSULT_ACCEPTED` `AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ACCEPTED	Queue Outline Report

Consult Accepted Agent in Threshold

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions that were distributed from this queue were accepted by an agent within the acceptance threshold.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by an agent within the acceptance threshold.
		Note: This measure relies on the value of the acceptance threshold as configured:
MEASURE TYPE	**DATA TYPE**	• In the [gim-etl*] section, for the 8.1.0⁻ releases.
Disposition	Number	• In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_THR AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_THR	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ACCEPTED_AGENT_THR	None

Consult Accepted Agent in Threshold 80

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions that were distributed from this queue were accepted by an agent within the defined threshold.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by an agent within the defined threshold.
MEASURE TYPE	**DATA TYPE**	**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the [gim-etl*] section.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_QUEUE_[*].CONSULT_ACCEPTED_AGENT_THR_80 AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_AGENT_THR_80	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	QC_CONSULT_ACCEPTED_AGENT_THR_80	None

Consult Accepted in Threshold

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions that were distributed from this queue were accepted by a handling resource within the acceptance threshold.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by a handling resource within the acceptance threshold.
		Note: This measure relies on the value of the acceptance threshold as configured:
MEASURE TYPE Disposition	**DATA TYPE** Number	• In the [gim-etl*] section, for the 8.1.0⁻ releases.
		• In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_ACCEPTED_THR AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_THR
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_ACCEPTED_THR	**USED IN REPORT(S)** None

Consult Accepted in Threshold 80

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions that were distributed from this queue were accepted by a handling resource within the acceptance threshold.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by a handling resource within the acceptance threshold.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the acceptance threshold as configured in the [gim-etl*] section.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_ACCEPTED_THR_80 AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_THR_80
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** QC_CONSULT_ACCEPTED_THR_80	**USED IN REPORT(S)** None

Consult Accepted Others

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of simple consult interactions or collaborations that entered this queue and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of simple consult interactions or collaborations that entered queues that belong to this queue group and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.
MEASURE TYPE	**DATA TYPE**	This measure is calculated as the difference between the total number of interactions that were accepted and the total number of interactions that were accepted by an agent resource.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Consult Accepted and Consult Received Accepted Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_ACCEPTED_OTHER	Queue Outline Report

Consult Clear Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total duration, in seconds, that simple consult interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].CONSULT_CLEARED_TIME` `AG2_QUEUE_GRP_[*].CONSULT_CLEARED_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_CLEARED_TIME	None

Consult Cleared

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_CLEARED AG2_QUEUE_GRP_[*].CONSULT_CLEARED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_CLEARED	Queue Outline Report

Consult Distribute Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The time, in seconds, from the moment at which simple consult interactions entered queues that belong to this queue group to the moment at which were distributed or pulled from the queues.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_DISTRIBUTED_TIME AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_DISTRIBUTED_TIME	None

Consult Distributed

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consult interactions were distributed or pulled from this queue.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The total number of times that simple consult interactions were distributed or pulled from queues that belong to this queue group.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_DISTRIBUTED AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_DISTRIBUTED	Queue Outline Report

Consult Entered

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_ENTERED
		AG2_QUEUE_GRP_YEAR_[*].CONSULT_ENTERED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	QC_CONSULT_ENTERED	Queue Outline Report

Consult Initiated

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		
		• **Agent Group Dimension:** The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established, distributed or pulled from this queue, and associated with customer interactions.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_AGENT_[*].CONSULT_INITIATED
		AG2_AGENT_GRP_[*].CONSULT_INITIATED
		AG2_AGENT_QUEUE_[*].CONSULT_INITIATED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	A_CONSULT_INITIATED	Agent Conduct Report
			Agent Utilization Report

Consult Initiated Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where the collaborations/consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].CONSULT_INITIATED_TIME`
		`AG2_AGENT_GRP_[*].CONSULT_INITIATED_TIME`
		`AG2_AGENT_QUEUE_[*].CONSULT_INITIATED_TIME`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** · **USED IN REPORT(S)**
8.0.0	N/A	A_CONSULT_INITIATED_TIME · None

Consult Not Accepted

CLASS		DESCRIPTION
Queue\Q Consults		This measure is calculated as the sum of Consult Redirected and Consult Abandoned Inviting Queue measures. It represents the total number of times that simple consult interactions entered this queue (or queue group), alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN.
AVAILABLE MEDIA TYPES		
All (except Chat)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Consult Redirected and Consult Abandoned Inviting Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** · **USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_NOTACCEPTED · None

Consult Offered

CLASS Queue\Q Consults	**DESCRIPTION** The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total number of consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions. • **Queue Group Dimension:** The total number of consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.
AVAILABLE MEDIA TYPES All (except Chat)	
LOGICAL/BASE INTERACTION Base	

MEASURE TYPE	DATA TYPE	

Disposition	Number	The count includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received.
		
		Notes:
		• This measure includes neither consultation requests for which no threshold was set by Router nor consultation requests for which no service objective was set.
		• This measure relies on the value of the short-abandoned threshold as configured:
		  – In the [gim-etl*] section, for the 8.1.0⁻ releases.
		  – In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.

ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	Refer to the Consult Entered and Consult Short Abandoned Waiting Queue measures.	

INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	QC_CONSULT_OFFERED	Queue Outline Report

Consult Offered 80

CLASS Queue\Q Consults		**DESCRIPTION** The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total number consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions. • **Queue Group Dimension:** The total number consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	The count includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received. This measure does include consultation requests for which no threshold was set by Router as well as those consultation requests for which no service objective was set. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Consult Entered and Consult Short Abandoned Waiting 80 Queue measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** QC_CONSULT_OFFERED_80 **USED IN REPORT(S)** None

Consult Received Accepted

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.
Disposition	Number	
		Note: This measure was previously named `Consult` and captured both warm and simple received consultations.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_[*].CONSULT_RECEIVED_ACCEPTED`
		`AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ACCEPTED`
		`AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ACCEPTED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	A_CONSULT_RECEIVED_ACCEPTED	Agent Group Business Result Report
			Agent Group Customer Segment Report
			Agent Group Service Type Report
			Agent Utilization Report

Consult Received Accepted

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions.
AVAILABLE MEDIA TYPES		
All (except Chat)		
LOGICAL/BASE INTERACTION		**Notes:**
Logical		• This measure was previously named `Consult`.
MEASURE TYPE	**DATA TYPE**	• For voice, this measure is the same as BA Consults\Consult Responses.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].CONSULT_RECEIVED_ACCEPTED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_CONSULT_RECEIVED_ACCEPTED	None

Consult Received Accepted

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that this agent received and accepted simple consultations that were associated with customer interactions and this campaign.
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_ACCEPTED
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RECEIVED_ACCEPTED	**USED IN REPORT(S)** None

Consult Received Accepted

CLASS		DESCRIPTION
Agent\..\Interaction State		The total number of times within the interval that this agent received and accepted requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions or where the agent accepted the interactions after the customer left the interaction. **Note:** This measure was previously named Consult.
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION		
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].CONSULT_RECEIVED_ACCEPTED
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_CONSULT_RECEIVED_ACCEPTED	**USED IN REPORT(S)** Agent Interval Based Report

Consult Received Accepted

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named Consult and captured both warm and simple received consultations.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_RECEIVED_ACCEPTED AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ACCEPTED
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_ACCEPTED	**USED IN REPORT(S)** Queue Outline Report Queue Summary Report

Consult Received Accepted Warm

CLASS Agent\Activity		**DESCRIPTION** The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent. • **Agent Group Dimension:** The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents. • **Agent and Queue Dimensions:** The total number of times that this agent participated in consultations that the agent received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agent.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].CONSULT_RCV_ACC_WARM`
		`AG2_AGENT_GRP_[*].CONSULT_RCV_ACC_WARM`
		`AG2_AGENT_QUEUE_[*].CONSULT_RCV_ACC_WARM`

INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RCV_ACC_WARM **USED IN REPORT(S)** Agent Utilization Report

Consult Received Accepted Warm

CLASS Business Attribute\BA Consults		**DESCRIPTION** The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RCV_ACC_WARM`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_ACCEPTED_WARM **USED IN REPORT(S)** None

Consult Received Accepted Warm

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** 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. • **Queue Group Dimension:** The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_RCV_ACC_WARM` `AG2_QUEUE_GRP_[*].CONSULT_RCV_ACC_WARM`	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RCV_ACC_WARM	**USED IN REPORT(S)** None

Consult Received Accepted Warm Time

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The amount of time, in seconds, 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. • **Queue Group Dimension:** The total amount of time, in seconds, that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_RCV_ACC_WARM_TIME` `AG2_QUEUE_GRP_[*].CONSULT_RCV_ACC_WARM_TIME`	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RCV_ACC_WARM_TIME	**USED IN REPORT(S)** None

Consult Received Engage Time

CLASS Business Attribute\BA Consults		DESCRIPTION The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests.	
AVAILABLE MEDIA TYPES All (except Chat)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RECEIVED_ENGAGE_TIME`	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_ENGAGE_TIME	**USED IN REPORT(S)** None

Consult Received Engage Time

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** 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.
MEASURE TYPE Disposition	DATA TYPE Number	• **Queue Group Dimension:** The total amount of time, in seconds, that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME`
		`AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME`

INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID QC_CONSULT_RECEIVED_ENGAGE_TIME	USED IN REPORT(S) None

Consult Received Engage Warm Time

CLASS Business Attribute\BA Consults		DESCRIPTION The total amount of time, in seconds, that agents were engaged in consultations that were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_ID_[*].CONSULT_RCV_WARM_ENGAGE_TIME`
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID T_CONSULT_RECEIVED_WARM_ ENGAGE_TIME	USED IN REPORT(S) None

Consult Received Engage Warm Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** 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.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total amount of time, in seconds, that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group 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.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_WARM_ENGAGE_TIME **USED IN REPORT(S)** None

Consult Received Hold

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.
		• **Agent Group Dimension:** The total number of times that agents from this agent group were on hold during simple consultations that they received where the consultations were associated with customer interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions and were distributed from this queue.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].CONSULT_RECEIVED_HOLD AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RECEIVED_HOLD **USED IN REPORT(S)** None

Consult Received Hold

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions from this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_HOLD
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RECEIVED_HOLD	**USED IN REPORT(S)** None

Consult Received Hold

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].CONSULT_RECEIVED_HOLD
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_HOLD	**USED IN REPORT(S)** None

Consult Received Hold

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_HOLD	**USED IN REPORT(S)** None

Consult Received Hold Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total amount time, in seconds, that agents had simple consultations on hold where the consultations were associated with customer interactions of this business attributes and the agents were the recipients of the consultation requests.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RECEIVED_HOLD_TIME`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_HOLD_TIME	**USED IN REPORT(S)** None

Consult Received Hold Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total amount time, in seconds, that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME` `AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_HOLD_TIME	**USED IN REPORT(S)** None

Consult Received Invite

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of simple consult interactions of this business attribute that alerted or rang at agent resources before the agents accepted the interactions.
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RECEIVED_INVITE`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_INVITE	**USED IN REPORT(S)** None

Consult Received Invite

CLASS		DESCRIPTION
CLASS Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions, where the calls were established successfully.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE`
		`AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE`

INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_INVITE **USED IN REPORT(S)** None

Consult Received Invite Time

CLASS		DESCRIPTION
CLASS Business Attribute\BA Consults		The total amount of time, in seconds, that simple consult interactions of this attribute alerted or rang at agent resources.
AVAILABLE MEDIA TYPES All (except Chat)		Consultations do not have to be established for this measure to be incremented.
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RECEIVED_INVITE_TIME`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_INVITE_TIME **USED IN REPORT(S)** None

Consult Received Invite Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** The total amount of time, in seconds, that simple consult interactions that were distributed from this queue alerted or rang at agents.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	Consultations do not have to be established for this measure to be incremented.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_RECEIVED_INVITE_TIME AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_INVITE_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_RECEIVED_INVITE_TIME	None

Consult Received Invite Warm

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of warm consult interactions of this business attribute that rang at agent resources before the agents accepted the calls.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].CONSULT_RCV_WARM_INVITE
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	T_CONSULT_RCV_WARM_INVITE	None

Consult Received Invite Warm

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents accepted the calls.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents accepted the calls.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_RCV_WARM_INVITE	None

Consult Received Invite Warm Time

CLASS Business Attribute\BA Consults		DESCRIPTION The total amount of time, in seconds, that warm consult interactions of this business attribute that alerted or rang at agents.	
AVAILABLE MEDIA TYPES All (except Chat)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_ID_[*].CONSULT_RCV_WARM_INVITE_TIME	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID T_CONSULT_RCV_WARM_INVITE_TIME	USED IN REPORT(S) None

Consult Received Invite Warm Time

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities: • **Queue Dimension:** The total amount of time, in seconds, that warm consult interactions distributed from this queue alerted or rang at agents. • **Queue Group Dimension:** The total amount of time, in seconds, that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents. By definition, warm interactions must be established for this measure to be incremented.	
AVAILABLE MEDIA TYPES All (except Chat)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_QUEUE_[*].CONSULT_RCV_WARM_INVITE_TIME AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_INVITE_TIME	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID QC_CONSULT_RCV_WARM_INVITE_TIME	USED IN REPORT(S) None

Consult Received Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Agent Dimension:** The total amount of time, in seconds, that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were associated with customer interactions. • **Agent and Queue Dimensions:** The total amount time, in seconds, that this agent was engaged as a recipient in collaboration or simple consultation, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions. This measure is attributed to the interval in which this agent was offered the collaboration/consultation request.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `Consult Time` and captured both warm and simple consult durations.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME`
		
		`AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME`
		
		`AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME`

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RECEIVED_TIME **USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report

Consult Received Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent was engaged as a recipient in simple consultations, including related hold durations, where the interactions were sourced from this campaign and associated with customer interactions.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		

MEASURE TYPE
Disposition
	DATA TYPE
	Number
		DATABASE TABLE.COLUMN
		`AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_HOLD_TIME`

ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RECEIVED_TIME **USED IN REPORT(S)** None

Consult Received Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total amount of time, in seconds, that agents were engaged as recipients in collaborations or consultations, where the interactions were assigned this business attribute and associated with customer interactions. This measure includes hold duration.
AVAILABLE MEDIA TYPES		
All (except Chat)		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Consult Time`.
Logical		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	`AG2_ID_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
ALTERNATE?	**AGG'N FUNCTION**	`AG2_ID_[*].CONSULT_RECEIVED_HOLD_TIME`
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_CONSULT_RECEIVED_TIME	None

Consult Received Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, within the interval that this agent as a recipient spent in collaborations or consultations, where the collaborations/consultations were associated with customer interactions. This time includes any hold duration that occurred within the interval and during the collaboration/consultation.
AVAILABLE MEDIA TYPES		
All (except Chat)		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Consult Time`.
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_I_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_I_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_CONSULT_RECEIVED_TIME	Agent Interval Based Report
			Agent Summary Activity Report

Consult Received Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** The total amount of time, in seconds, that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group. This measure includes hold duration that is associated with the collaboration/consultation.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `Consult Time` and captured the durations of both warm and simple received consultations.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME`
		
		`AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME +`
		`AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME`

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_TIME **USED IN REPORT(S)** Queue Summary Report

Consult Received Warm Hold

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total number of consultations that agents, who belong to this agent group, 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.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of consultations distributed from this queue that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD`
		`AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD`
		`AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD`

INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RCV_WARM_HOLD **USED IN REPORT(S)** None

Consult Received Warm Hold

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of consultations that this agent had on hold where the consultations were associated with customer interactions from this campaign, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Disposition	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_AGENT_CAMPAIGN_[*].CONSULT_RCV_WARM_HOLD
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID
8.0.1	N/A	A_CA_CONSULT_RCV_WARM_HOLD

USED IN REPORT(S)
None

Consult Received Warm Hold

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of consultations that agents had on hold where the consultations were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	DATA TYPE	
Disposition	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_ID_[*].CONSULT_RCV_WARM_HOLD
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID
8.1.0	N/A	T_CONSULT_RCV_WARM_HOLD

USED IN REPORT(S)
None

Consult Received Warm Hold

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	• **Queue Group Dimension:** The total number of consultations distributed from queues that belong to this queue group 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.
Disposition	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID
8.1.0	N/A	QC_CONSULT_RCV_WARM_HOLD

USED IN REPORT(S)
None

Consult Received Warm Hold Time

CLASS		DESCRIPTION	
Business Attribute\BA Consults		The total amount time, in seconds, that agents had consultations on hold where the interactions were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].CONSULT_RCV_WARM_HOLD_TIME	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RCV_WARM_HOLD_TIME	**USED IN REPORT(S)** None

Consult Received Warm Hold Time

CLASS		DESCRIPTION	
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** 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.	
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total amount time, in seconds, that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group 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.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RCV_WARM_HOLD_TIME	**USED IN REPORT(S)** None

Consult Received Warm Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The total amount of time, in seconds, that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. • **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. • **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions. This measure is attributed to the interval in which the consult interaction is offered to the receiving agent. Time begins when the consult interaction is received and ends when the customer interaction is transferred to or conferenced with this agent. This measure excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		`AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD_TIME`
		
		`AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		`AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME`
		
		`AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		`AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME`

INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RCV_WARM_TIME	**USED IN REPORT(S)** None

Consult Received Warm Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent was engaged as a recipient in consult interactions, including related hold durations, where the consultations were associated with customer interactions and this campaign. Measurement begins when the consult interaction was established and ends when the customer interaction is transferred or conferenced. This measure excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_CAMPAIGN_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		`AG2_AGENT_CAMPAIGN_[*].CONSULT_RCV_WARM_HOLD_TIME`

INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RCV_WARM_TIME	**USED IN REPORT(S)** None

Consult Received Warm Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total amount of time, in seconds, that agents were engaged as a recipient in collaborations or consult interactions, including related hold durations, where the collaborations/consultations were associated with customer interactions that were assigned this business attribute.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		Measurement begins when the collaboration/consult interaction was established and ends when the customer interaction is transferred or conferenced. This measure excludes alert (ring) and ACW (Wrap) durations associated with the collaboration/consultations.
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].CONSULT_RCV_WARM_ENGAGE_TIME +` `AG2_ID_[*].CONSULT_RCV_WARM_HOLD_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_CONSULT_RCV_WARM_TIME	None

Consult Received Warm Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** The total amount of time, in seconds, that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from this queue and directly associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from queues that belong to this queue group and the collaborations/consultations were directly associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This measure is attributed to the interval in which interactions entered the queue. Time begins when the collaboration or consultation is accepted by the receiving agent and ends when the customer interaction is transferred to or conferenced with the agent. This measure excludes alert (ring) and ACW durations associated with the collaborations/consultations.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		 `AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME`
		
		 `AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME +`
		 `AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	QC_CONSULT_RCV_WARM_TIME	None

Consult Received Warm Wrap

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Agent Dimension:** The total number of times that this agent was in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agent.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times that agents, who belong to this agent group were in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of times that this agent was in ACW state following consultations that were distributed from this queue and that the agent requested and received, where the consultations were associated with customer interactions and the interactions were transferred to or conferenced with the agent.
Disposition	Number	This measure includes: • ACW that was associated with conferences, where the customer leaves the interactions • Internal contact center interactions, where interactions were transferred to the agents. In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP`
		`AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP`
		`AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_WRAP`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CONSULT_RCV_WARM_WRAP	None

Consult Received Warm Wrap

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that this agent was in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		This measure includes:
Base		• ACW that was associated with conferences where the customer leaves the interactions
MEASURE TYPE	**DATA TYPE**	• Internal contact center interactions where interactions were transferred to the agent.
Disposition	Number	In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_CAMPAIGN_[*].CONSULT_RCV_WARM_WRAP`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_CONSULT_RCV_WARM_WRAP	None

Consult Received Warm Wrap

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of consultations that agents received for which agents entered ACW state where the consultations were associated with customer interactions of this attribute, and the interactions were transferred to or conferenced with the agents.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** In common call-flow scenarios, this measure yields a value of zero.
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].CONSULT_RCV_WARM_WRAP
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** T_CONSULT_RCV_WARM_WRAP	**USED IN REPORT(S)** None
8.1.0	N/A		

Consult Received Warm Wrap

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
		• **Queue Group Dimension:** The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
		Note: In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** QC_CONSULT_RCV_WARM_WRAP	**USED IN REPORT(S)** None
8.1.0	N/A		

Consult Received Warm Wrap Time

CLASS Agent\Activity		DESCRIPTION
AVAILABLE MEDIA TYPES Voice		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total amount of time, in seconds, that this agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent.
		• **Agent Group Dimension:** The total amount of time, in seconds, that agents from this agent group spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and were associated with customer interactions that were transferred to or conferenced with the agent.
		This measure includes: • ACW durations that were associated with conferences where the customer leaves the interaction. • Internal interactions that were transferred to the agents.
		Note: In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_[*].CONSULT_RCV_WARM_WRAP_TIME` `AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME` `AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_WRAP_TIME`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RCV_WARM_WRAP_TIME **USED IN REPORT(S)** None

Consult Received Warm Wrap Time

CLASS Outbound Contact\Agent Contact		DESCRIPTION
AVAILABLE MEDIA TYPES Voice		The total amount of time, in seconds, that this agent spent in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were associated with this campaign, and the interactions were transferred to or conferenced with the agent.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	This measure includes: • ACW durations associated with conferences where the customer leaves the interactions • Internal contact center interactions where interactions were transferred to the agent.
		Note: In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].CONSULT_RCV_WARM_WRAP_TIME`
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RCV_WARM_WRAP_TIME **USED IN REPORT(S)** None

Consult Received Warm Wrap Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		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 associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		This measure includes:
		• ACW durations that were associated with conferences, where the customer leaves the interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	• Internal contact center interactions where interactions were transferred to the agents.
		Note: In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].CONSULT_RCV_WARM_WRAP_TIME`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RCV_WARM_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Warm Wrap Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total amount of time, in seconds, that agents spent in ACW (Wrap) state following consultations that the agents requested and received, where the consultations were distributed from this queue and associated with customer interactions, and the interactions were transferred to or conferenced with the agents.
		• **Queue Group Dimension:** 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 queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.
MEASURE TYPE Disposition	**DATA TYPE** Number	This measure includes: • ACW durations that were associated with conferences, where the customer leaves the interactions. • Internal interactions that were transferred to the agents.
		Note: In common call-flow scenarios, this measure yields a value of zero.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_RCV_WARM_WRAP_TIME` `AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_WRAP_TIME`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_WARM_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Wrap

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Agent Dimension:** The total number of times that this agent was in ACW (Wrap) state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].CONSULT_RECEIVED_WRAP`
		`AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP`
		`AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_WRAP`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
8.0.1	N/A	A_CONSULT_RECEIVED_WRAP		None

Consult Received Wrap

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that this agent was in ACW (Wrap) state after requests for simple consultation that the agent accepted where the consultations were associated with customer interactions that were sourced from this campaign.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_WRAP`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
8.0.1	N/A	A_CA_CONSULT_RECEIVED_WRAP		None

Consult Received Wrap

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].CONSULT_RECEIVED_WRAP`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
8.1.0	N/A	T_CONSULT_RECEIVED_WRAP		None

Consult Received Wrap

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_WRAP	**USED IN REPORT(S)** None

Consult Received Wrap Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The total amount of time, in seconds, that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.
LOGICAL/BASE INTERACTION Base		
		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls. This duration does not stop if the agents received or made calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked. **Note:** This measure was previously named `Consult ACW Time` and captured ACW durations that are associated with both warm and simple received consultations.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].CONSULT_RECEIVED_WRAP_TIME AG2_AGENT_GRP_[*].CONSULT_RECEIVED_WRAP_TIME AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_WRAP_TIME
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CONSULT_RECEIVED_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Wrap Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent spent in ACW (Wrap) state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].CONSULT_RECEIVED_WRAP_TIME
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_CONSULT_RECEIVED_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Wrap Time

CLASS		DESCRIPTION
Business Attribute\BA Consults		The total amount of time, in seconds, that agents spent in ACW (Wrap) state after consult calls that the agents accepted, where the consultations were associated with customer interactions that were assigned this business attribute.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].CONSULT_RECEIVED_WRAP_TIME
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_CONSULT_RECEIVED_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Wrap Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, that this agent spent in ACW (Wrap) state within the interval after requests for consultations that the agent accepted. **Note:** This measure was previously named `Consult ACW Time`.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION		
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].CONSULT_RECEIVED_WRAP_TIME
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_CONSULT_RECEIVED_WRAP_TIME	**USED IN REPORT(S)** None

Consult Received Wrap Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** The total amount of time, in seconds, that agents were in ACW (Wrap) state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** 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 queues that belong to this queue group and were associated with customer interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `Consult ACW Time` and captured ACW durations associated with both warm and simple received consultations.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_RECEIVED_WRAP_TIME`
		`AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_WRAP_TIME`	

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_RECEIVED_WRAP_TIME	**USED IN REPORT(S)** None

Consult Redirected

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_REDIRECTED`
		`AG2_QUEUE_GRP_[*].CONSULT_REDIRECTED`	

INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_REDIRECTED	**USED IN REPORT(S)** Queue Outline Report

Consult Responses

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Agent Dimension:** For e-mail, the total number of collaboration replies that were initiated by this agent.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** For e-mail, the total number of collaboration replies that were initiated by agents who belong to this agent group.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** For e-mail, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue.
Disposition	Number	
		For voice, this measure is the same as Activity\Consult Received Accepted.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].CONSULT_RESPONSES`
		`AG2_AGENT_GRP_[*].CONSULT_RESPONSES`
		`AG2_AGENT_QUEUE_[*].CONSULT_RESPONSES`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	A_CONSULT_RESPONSES	Agent Utilization Report

Consult Responses

CLASS		DESCRIPTION
Business Attribute\BA Consults		For e-mail, the total number of collaboration replies that were initiated within the contact center. For voice, this measure is the same as BA Consults\Consult Received Accepted.
AVAILABLE MEDIA TYPES		
All (except Chat)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].CONSULT_RESPONSES`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_CONSULT_RESPONSES	None

Consult Routed Other

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	DATA TYPE Number	• **Queue Group Dimension:** The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_ROUTED_OTHER`
		`AG2_QUEUE_GRP_[*].CONSULT_ROUTED_OTHER`

INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID QC_CONSULT_ROUTED_OTHER	USED IN REPORT(S) Queue Outline Report

Consult Short Abandoned Waiting

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that requests for consultation entered queues that belong to this queue group 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. **Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.
MEASURE TYPE Disposition	DATA TYPE Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_*.CONSULT_ABANDONED_SHORT`
		`AG2_QUEUE_GRP_*.CONSULT_ABANDONED_SHORT`

INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID QC_CONSULT_ABANDONED_SHORT	USED IN REPORT(S) Queue Outline Report

Consult Short Abandoned Waiting 80

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that requests for consultation entered queues that belong to this queue group and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	The count excludes collaborations and consultations that were abandoned after distribution.
		Note: Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_*.CONSULT_ABANDONED_SHORT_80 AG2_QUEUE_GRP_*.CONSULT_ABANDONED_SHORT_80
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	QC_CONSULT_ABANDONED_SHORT_80	None

Consult Standard Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This measure excludes consultations that were abandoned while they were alerting at a handling resource.
		Note: This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0[-] releases. • In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1[+] releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_ABANDONED_STANDARD AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_STANDARD
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ABANDONED_STANDARD	Queue Outline Report

Consult Standard Abandoned Waiting 80

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of simple consult interactions that entered queues that belong to this queue group 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.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_ABANDONED_STANDARD_80 AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_STANDARD_80
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	QC_CONSULT_ABANDONED_STANDARD_80	None

Consult Standard Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that is associated with simple consult interactions that entered queues that belong to this queue group 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.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	**Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1[+] releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].CONSULT_ABN_STANDARD_TIME AG2_QUEUE_GRP_[*].CONSULT_ABN_STANDARD_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ABANDONED_STANDARD_TIME	None

Consult Standard Abandoned Waiting Time 80

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that is associated with simple consult interactions that entered queues that belong to this queue group and were abandoned by the agent or dropped for any reason before the consultations could be established.
MEASURE TYPE Disposition	**DATA TYPE** Number	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. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_ABN_STANDARD_TIME_80` `AG2_QUEUE_GRP_[*].CONSULT_ABN_STANDARD_TIME_80`
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** QC_CONSULT_ABANDONED_STANDARD_TIME_80 **USED IN REPORT(S)** None

Consult Stuck

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		• **Queue Dimension:** 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`).
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of `StuckCall`).
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Interactions can be cleared for other reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_CLEARED_STUCK` `AG2_QUEUE_GRP_[*].CONSULT_CLEARED_STUCK`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CLEARED_STUCK **USED IN REPORT(S)** Queue Outline Report

Consult Transfer Initiated Agent

CLASS Queue\Q Consults		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All (except Chat)		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue.
MEASURE TYPE Disposition	DATA TYPE Number	• **Queue Group Dimension:** The total number of times that agents transferred simple consult interactions that were distributed or pulled from queues that belong to this queue group.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].CONSULT_TRANSFER_INIT_AGENT`
		`AG2_QUEUE_GRP_[*].CONSULT_TRANSFER_INIT_AGENT`

INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID QC_CONSULT_TRANSFER_INIT_AGENT	USED IN REPORT(S) None

CPD

CLASS Outbound Contact\Contact Attempt		DESCRIPTION The total number of contact attempts that were initiated during this reporting interval in which call-progress detection was performed.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_CAMPAIGN_[*].CPD`
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_CPD	USED IN REPORT(S) None

CPD Dial

CLASS Outbound Contact\Contact Attempt		DESCRIPTION The total number of dialing events for which the CPD Server provided dial duration.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_CAMPAIGN_[*].CPD_DIAL`
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_CPD_DIAL	USED IN REPORT(S) None

CPD Dial Time

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released. **Note:** Dial duration for established calls is available only when the CPD Server is used for dialing.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CPD_DIAL_TIME_MS
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CPD_DIAL_TIME_MS	**USED IN REPORT(S)** None

CPD Time

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total duration, in milliseconds, of call-progress detection for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CPD_TIME_MS
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CPD_TIME_MS	**USED IN REPORT(S)** None

CPD Transfer

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of transfers that were used to deliver calls from the point of call-progress detection to agents or IVR.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].CPD_TRANSFER
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_CPD_TRANSFER	**USED IN REPORT(S)** None

CPD Transfer Time

CLASS Outbound Contact\Contact Attempt		DESCRIPTION The total duration, in milliseconds, of CPD transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or IVR DN.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_CAMPAIGN_[*].CPD_TRANSFER_TIME_MS	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_CPD_TRANSFER_TIME_MS	USED IN REPORT(S) None

Customer Alert Time

CLASS Detail\Handling Attempt		DESCRIPTION For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present. For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt. For e-mail interactions, this measure includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer. This measure excludes handling a collaboration, whether on the initiating or receiving side. **Note:** This measure was previously named `Customer Ring Time`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_RING_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID IRF_CUSTOMER_RING_DURATION	USED IN REPORT(S) Interaction Handling Attempt Report

Customer Dial Time

CLASS Detail\Handling Attempt		DESCRIPTION The number of seconds that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_DIAL_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID IRF_CUSTOMER_DIAL_DURATION	USED IN REPORT(S) Interaction Handling Attempt Report

Customer Engage Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The number of seconds that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.
AVAILABLE MEDIA TYPES		• For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.
All		• For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer.
LOGICAL/BASE INTERACTION		
Base		This duration excludes consultations and collaborations, whether they were initiated or received.
MEASURE TYPE	**DATA TYPE**	
Detail	Number	**Note:** This measure was previously named `Customer Talk Time`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	IRF_CUSTOMER_TALK_DURATION	Interaction Handling Attempt Report

Customer Handle Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time measures in the Handling Attempt class.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	IRF_CUSTOMER_HANDLE_TIME	Interaction Handling Attempt Report

Customer Hold Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The number of seconds that the agent had the customer on hold. This measure excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	IRF_CUSTOMER_HOLD_DURATION	Interaction Handling Attempt Report

Customer Wrap Time

CLASS		DESCRIPTION	
Detail\Handling Attempt		The number of seconds that the resource was in interaction-related ACW (Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations. **Note:** This measure was previously named `Customer ACW Time`.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	DATA TYPE		
Detail	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.2	N/A	IRF_CUSTOMER_ACW_DURATION	Interaction Handling Attempt Report

Detail 1

CLASS		DESCRIPTION	
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData1` key. **Note:** `CustomData1` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	DATA TYPE		
Detail	Character		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_1	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.1	N/A	@IF_DETAIL_1	None

Detail 1

CLASS		DESCRIPTION	
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData1` key. **Note:** `CustomData1` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	DATA TYPE		
Detail	Character		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_1	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.1	N/A	@IRF_DETAIL_1	None

Detail 2

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is CustomData2 key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** CustomData2 is the name of the user data key that is defined in the sample SQL script (make_gim_UDE_template.sql) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	**DATA TYPE** Character	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** IRF_USER_DATA_CUST_1.CUSTOM_DATA_2
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @IF_DETAIL_2	**USED IN REPORT(S)** None

Detail 2

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is CustomData2 key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** CustomData2 is the name of the user data key that is defined in the sample SQL script (make_gim_UDE_template.sql) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	**DATA TYPE** Character	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** IRF_USER_DATA_CUST_1.CUSTOM_DATA_2
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @IRF_DETAIL_2	**USED IN REPORT(S)** None

Detail 3

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is CustomData3 key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** CustomData3 is the name of the user data key that is defined in the sample SQL script (make_gim_UDE_template.sql) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	**DATA TYPE** Character	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** IRF_USER_DATA_CUST_1.CUSTOM_DATA_3
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @IF_DETAIL_3	**USED IN REPORT(S)** None

Detail 3

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData3` key.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** `CustomData3` is the name of the user data key that is defined in the sample
Base		SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more informa-
MEASURE TYPE	**DATA TYPE**	tion.
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_3
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IRF_DETAIL_3	None

Detail 4

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData4` key.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** `CustomData4` is the name of the user data key that is defined in the sample
Base		SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more informa-
MEASURE TYPE	**DATA TYPE**	tion.
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_4
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IF_DETAIL_4	None

Detail 4

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData4` key.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** `CustomData4` is the name of the user data key that is defined in the sample
Base		SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more informa-
MEASURE TYPE	**DATA TYPE**	tion.
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_4
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IRF_DETAIL_4	None

Detail 5

CLASS Detail\..\Flow User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData5` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData5` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `IRF_USER_DATA_CUST_1.CUSTOM_DATA_5`
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_5	USED IN REPORT(S) None

Detail 5

CLASS Detail\..\Handling User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData5` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData5` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `IRF_USER_DATA_CUST_1.CUSTOM_DATA_5`
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_5	USED IN REPORT(S) None

Detail 6

CLASS Detail\..\Flow User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData6` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData6` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `IRF_USER_DATA_CUST_1.CUSTOM_DATA_6`
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_6	USED IN REPORT(S) None

Detail 6

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData6` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData6` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_6
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	@IRF_DETAIL_6 / None

Detail 7

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData7` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData7` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_7
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	@IF_DETAIL_7 / None

Detail 7

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData7` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData7` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	IRF_USER_DATA_CUST_1.CUSTOM_DATA_7
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	@IRF_DETAIL_7 / None

Detail 8

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData8` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData8` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_8
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_8	USED IN REPORT(S) None

Detail 8

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData8` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData8` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_8
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_8	USED IN REPORT(S) None

Detail 9

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData9` key.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData8` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
MEASURE TYPE Detail	DATA TYPE Character	
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_9
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_9	USED IN REPORT(S) None

Detail 9

CLASS Detail\..\Handling User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData9` key.	
AVAILABLE MEDIA TYPES All		**Note:** `CustomData9` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Character		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_9	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_9	USED IN REPORT(S) None

Detail 10

CLASS Detail\..\Flow User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData10` key.	
AVAILABLE MEDIA TYPES All		**Note:** `CustomData10` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Character		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_10	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_10	USED IN REPORT(S) None

Detail 10

CLASS Detail\..\Handling User Data Example		DESCRIPTION The value of the attached data for a particular interaction whose key is `CustomData10` key.	
AVAILABLE MEDIA TYPES All		**Note:** `CustomData10` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Character		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_10	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_10	USED IN REPORT(S) None

Detail 11

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData11` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData11` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_11`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IF_DETAIL_11	None

Detail 11

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData11` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData12` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_11`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IRF_DETAIL_11	None

Detail 12

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData12` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData12` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Character	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_12`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@IF_DETAIL_12	None

Detail 12

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData12` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData12` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Detail	Character	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_12`
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.1	N/A	@IRF_DETAIL_12	None

Detail 13

CLASS		DESCRIPTION
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData13` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData13` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Detail	Character	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_13`
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.1	N/A	@IF_DETAIL_13	None

Detail 13

CLASS		DESCRIPTION
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData13` key.
AVAILABLE MEDIA TYPES		
All		**Note:** `CustomData13` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Detail	Character	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	None	`IRF_USER_DATA_CUST_1.CUSTOM_DATA_13`
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.1	N/A	@IRF_DETAIL_13	None

Detail 14

CLASS		DESCRIPTION	
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData14` key.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData14` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
MEASURE TYPE Detail	DATA TYPE Character		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_14	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_14	USED IN REPORT(S) None

Detail 14

CLASS		DESCRIPTION	
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData14` key.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData14` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
MEASURE TYPE Detail	DATA TYPE Character		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_14	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_14	USED IN REPORT(S) None

Detail 15

CLASS		DESCRIPTION	
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData15` key.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		**Note:** `CustomData15` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_15	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_15	USED IN REPORT(S) None

Detail 15

CLASS		DESCRIPTION	
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData15` key. **Note:** `CustomData15` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_15	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_15	USED IN REPORT(S) None

Detail 16

CLASS		DESCRIPTION	
Detail\..\Flow User Data Example		The value of the attached data for a particular interaction whose key is `CustomData16` key. **Note:** `CustomData16` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_16	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IF_DETAIL_16	USED IN REPORT(S) None

Detail 16

CLASS		DESCRIPTION	
Detail\..\Handling User Data Example		The value of the attached data for a particular interaction whose key is `CustomData16` key. **Note:** `CustomData16` is the name of the user data key that is defined in the sample SQL script (`make_gim_UDE_template.sql`) deployed during Genesys Info Mart installation. Refer to the *Genesys Info Mart Deployment Guide* for more information.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN IRF_USER_DATA_CUST_1.CUSTOM_DATA_16	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @IRF_DETAIL_16	USED IN REPORT(S) None

Dial Dropped

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE= 'CALL_DROP_ERROR').	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_CAMPAIGN_[*].DIAL_DROPPED	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	CA_DIAL_DROPPED	Campaign Summary Report

Dial Made

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of contact attempts made by this campaign within the interval.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_CAMPAIGN_[*].DIAL_MADE	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	CA_DIAL_MADE	None

Distribute Time

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION		• **Queue Dimension:** 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.	
Base			
MEASURE TYPE	DATA TYPE	• **Queue Group Dimension:** The time, in seconds, from the moment at which customer interactions or warm consultations entered queues that belong to this queue group to the moment at which they were distributed or pulled from the queues.	
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_QUEUE_[*].DISTRIBUTED_TIME AG2_QUEUE_GRP_[*].DISTRIBUTED_TIME	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	Q_DISTRIBUTED_TIME	None

Distribute Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Distribute Time measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Distribute Time and Consult Distribute Time Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_DISTRIBUTED_TIME_CC	**USED IN REPORT(S)** None

Distributed

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. • **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group. Distribution includes the interactions that were:
MEASURE TYPE Disposition	**DATA TYPE** Number	• 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. **Note:** This measure was previously named `Calls Distributed`.

ALTERNATE?
 No
	AGG'N FUNCTION
	 Sum
		DATABASE TABLE.COLUMN
		 `AG2_QUEUE_[*].DISTRIBUTED_`
		 `AG2_QUEUE_GRP_[*].DISTRIBUTED_`

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_DISTRIBUTED_	**USED IN REPORT(S)** Interaction Traffic Group Report Interaction Traffic Report Queue Outline Report

Distributed

CLASS		DESCRIPTION	
Queue\Q Customer & Consults		The sum of customer and consult Distributed measures.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Distributed and Consult Distributed Queue measures.	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_DISTRIBUTED_CC	**USED IN REPORT(S)** Queue Outline Report

Do Not Call

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (`CALL_RESULT_CODE='DO_NOT_CALL'`). **Note:** This measure, as well as Canceled, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_CAMPAIGN_[*].DO_NOT_CALL`	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_DO_NOT_CALL	**USED IN REPORT(S)** None

Duration

CLASS		DESCRIPTION	
Detail\Flow		This measure gathers durations from two tables: • `MEDIATION_SEGMENT_FACT` (MSF), measuring mediation segments • `INTERACTION_RESOURCE_FACT` (IRF), measuring interaction handling attempts From MSF, this duration represents the time, in seconds, from when the interaction entered the queue until the interaction reached the handling resource after distribution from the queue. If the interaction is abandoned or cleared, total duration equals queue duration, which ends when the interaction left the queue. From IRF, this duration represents the time, in seconds from the moment at which the interaction reaches the handling resource's DN (including ring time) to the moment at which the handling resource disconnects or when ACW for the interaction ends.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `FILTERED_V_INTERACTION_FACT.TOTAL_DURATION` where this column represents a qualified union of select rows from the `INTERACTION_RESOURCE_FACT` and `MEDIATION_SEGMENT_FACT` tables.	
INTRODUCED IN 7.6.2	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IF_TIME	**USED IN REPORT(S)** Interaction Flow Report

Duration

CLASS		DESCRIPTION
Detail\..\Ixn State		The difference, in seconds, between the beginning and end of the agent's interaction-related state.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Detail	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `IXN_RESOURCE_STATE_FACT_GI2.END_TS —`
ALTERNATE? No	**AGG'N FUNCTION** None	`IXN_RESOURCE_STATE_FACT_GI2.START_TS`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRSF_DURATION	**USED IN REPORT(S)** Agent Details Activity Report

Duration

CLASS		DESCRIPTION
Detail\..\State		The difference, in seconds, between the beginning and end of the agent's state.
AVAILABLE MEDIA TYPES All		**Note:** This measure was previously named `State Time Detail`.
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Detail	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `SM_RES_STATE_FACT_GI2.TOTAL_DURATION`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** STATE_DURATION	**USED IN REPORT(S)** Agent Details Activity Report Agent State Details Report

Engage Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group were engaged with customers on interactions that the agents received.
		• **Agent and Queue Dimensions:** For interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that this agent was engaged with customers on interactions that the agent received.
MEASURE TYPE	DATA TYPE	This measure excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.
Disposition	Number	**Note:** This measure was previously named `Talk Time`.
		DATABASE TABLE.COLUMN

		`AG2_AGENT_ [*].ENGAGE_TIME`
		`AG2_AGENT_GRP_ [*].ENGAGE_TIME`
		`AG2_AGENT_QUEUE_ [*].ENGAGE_TIME`

ALTERNATE?	AGG'N FUNCTION	INTERNAL METRIC ID	USED IN REPORT(S)
No	Sum	A_ENGAGE_TIME	Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report Agent Queue Report
INTRODUCED IN	DISCONTINUED IN		
7.6.0	N/A		

Engage Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent was engaged with customers for interactions that were associated with this campaign. This measure excludes engagement time that is associated with simple consultations and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Disposition	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	`AG2_AGENT_CAMPAIGN_ [*].ENGAGE_TIME`
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	A_CA_ENGAGE_TIME	Agent Outbound Campaign Report

Engage Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that agents were engaged with customers for interactions that were assigned this business attribute. This measure excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named Talk Time.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].ENGAGE_TIME
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ENGAGE_TIME	**USED IN REPORT(S)** None

Engage Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** For customer interactions that were distributed or pulled from this queue, the total amount of time, in seconds, that agents were engaged with customers.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** For customer interactions that were distributed or pulled from queues that belong to this queue group, 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.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named Talk Time.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].ENGAGE_TIME AG2_QUEUE_GRP_[*].ENGAGE_TIME
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ENGAGE_TIME	**USED IN REPORT(S)** Queue Summary Report

Engage Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Engage Time measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Engage Time, Consult Received Engage Time, and Consult Received Engage Warm Time Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ENGAGE_TIME_CC	**USED IN REPORT(S)** None

Engage Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, that this agent was engaged with customers on inter-actions that the agent received within the interval or within a prior interval and ensued in this interval. This measure might include engagement time for interactions that the agent made or received while in the Not Ready or ACW (Wrap) states (if the underlying ICON application supplying data to Genesys Info Mart is configured appropriately.) This measure excludes engagement time that is associated with collaborations, consultations, and other interaction-related durations, such as hold time, ACW time, and alert (ring) time.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
MEASURE TYPE	DATA TYPE	
Interval	Number	
		Note: This measure was previously named `Talk Time`.
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_I_AGENT_[*].ENGAGE_TIME
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	IA_ENGAGE_TIME	Agent Interval Based Report Agent Summary Activity Report

Entered

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions that entered or began within the contact cen-ter and were assigned this business attribute. This count includes abandoned interac-tions.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Logical		**Note:** This measure was previously named `Calls Entered`.
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Disposition	Number	AG2_ID_[*].ENTERED
ALTERNATE?	AGG'N FUNCTION	INTERNAL METRIC ID	USED IN REPORT(S)
No	Sum	T_ENTERED	Customer Perspective Report Interaction Volume Summary Report Social Engagement Report
INTRODUCED IN	DISCONTINUED IN		
7.6.0	N/A		

Entered

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The total number of times that customer interactions or established warm consultations entered this queue.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group.
MEASURE TYPE	**DATA TYPE**	If the same interaction enters this queue more than once, this measure counts each entrance separately.
Disposition	Number	**Note:** This measure was previously named `Calls Entered`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ENTERED` `AG2_QUEUE_GRP_[*].ENTERED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ENTERED	Queue Outline Report

Entered

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Entered measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Entered and Consult Entered Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ENTERED_CC	Queue Outline Report

Entered Thread

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This measure is attributed to the first interval of the thread.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].ENTERED_THREAD`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	T_ENTERED_THREAD	Interaction Volume Summary Report

Entered with Actionability

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.
AVAILABLE MEDIA TYPES		
All		Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].ACTIONABILITY_ENTERED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
8.1.1	N/A	@T_ACTIONABILITY_ENTERED None

Entered with Influence

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of times that influence scores were recorded for customer interactions of this business attribute.
AVAILABLE MEDIA TYPES		
All		Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].INFLUENCE_ENTERED
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
8.1.1	N/A	@T_INFLUENCE_ENTERED None

Entered with Objective

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the [agg-gim-thld-QUEUE-IXN] section) that was greater than zero.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named Calls Entered with Objective.
Logical		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	AG2_ID_[*].ENTERED_OBJ_RES
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
No	Sum	T_ENTERED_OBJ_RES Business Metrics Executive Report
		Interaction Volume Business Result Report
INTRODUCED IN	**DISCONTINUED IN**	Interaction Volume Customer Segment Report
7.6.2	N/A	Interaction Volume Service Subtype Report
		Interaction Volume Service Type Report
		Interaction Volume Service Type Trend Report

Entered with Revenue

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		**Note:** Unlike Entered with Satisfaction, this measure never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].REVENUE_ENTERED
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_REVENUE_ENTERED	**USED IN REPORT(S)** None

Entered with Satisfaction

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		**Note:** This measure might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].SATISFACTION_ENTERED
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_SATISFACTION_ENTERED	**USED IN REPORT(S)** None

Entered with Sentiment

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of times that sentiment scores were recorded for customer interactions of this business attribute.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		**Note:** This measure might yield results that are greater than the total number of interactions that entered or began within the contact center if sentiment scores were attributed more than once to the same interaction.
MEASURE TYPE Disposition	**DATA TYPE** Number	Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].SENTIMENT_ENTERED
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** @T_SENTIMENT_ENTERED	**USED IN REPORT(S)** None

Fax Modem Detected

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL_RESULT_CODE='FAX_DETECTED').
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_CAMPAIGN_[*].FAXMODEM_DETECT
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_FAXMODEM_DETECT	Campaign Summary Report

Finish No Response Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total duration, in seconds, of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer. This duration starts from the moment at which the interaction enters or begins within the contact center and ends when all legs of the interaction (for example, collaborations/consultations, transfers, and conferences) have ended.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Finish Time and Finish Response Time Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_FINISH_NO_RESPONSE_TIME	None

Finish Response Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total duration, in seconds, of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queueing, and handling.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].FINISH_RESPONSE_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_FINISH_RESPONSE_TIME	Interaction Volume Summary Report

Finish Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total amount of time, in seconds, that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this measure.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Logical			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].FINISH_TIME	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_FINISH_TIME	Interaction Volume Summary Report

Finished

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of completed customer interactions that were assigned this business attribute.	
AVAILABLE MEDIA TYPES			
All		**Note:** This measure is equivalent to BA Customer\Entered when there are no remaining active interactions during the interval.	
LOGICAL/BASE INTERACTION			
Logical			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].FINISHED	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_FINISHED	Interaction Volume Summary Report

Finished in Threshold

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were completed within the finish threshold.	
AVAILABLE MEDIA TYPES			
All		**Note:** This measure relies on the value of the finish threshold as configured in the [agg-gim-thld-ID-IXN] section.	
LOGICAL/BASE INTERACTION			
Logical			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].FINISHED_THR	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_FINISHED_THR	None

Finished No Response

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of completed interactions for which no response was created. This count includes interactions that were abandoned or otherwise stopped for any reason. This measure is calculated as the difference between finished interactions (Finished) and finished interactions that had a response (Finished Response).	
AVAILABLE MEDIA TYPES			
Async			
LOGICAL/BASE INTERACTION			
Logical			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	**USED IN REPORT(S)**
Disposition	Number	Refer to the Finished and Finished Response Business Attribute measures.	Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Subtype Report Interaction Volume Service Type Report Interaction Volume Summary Report
ALTERNATE?	**AGG'N FUNCTION**		
No	Sum		
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	
8.0.0	N/A	T_FINISHED_NO_RESPONSE	

Finished Response

CLASS		DESCRIPTION	
Business Attribute\BA Customer		For synchronous media, the total number of completed customer interactions that were handled by agents or self-service IVR port resources and assigned this business attribute. For e-mail, the total number of interactions of this business attribute that had a response.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].FINISHED_RESPONSE	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_FINISHED_RESPONSE	Interaction Volume Summary Report

First Response in Threshold

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping. For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this measure. This measure excludes interactions that were routed to and accepted by unmonitored resources. **Note:** This measure relies on the value of the response threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-ID-IXN] section, for the 8.1.1⁺ releases.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	AG2_ID_[*].RESPONDED_THR	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_RESPONDED_THR	Interaction Volume Service Type Trend Report

First Response Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this measure.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** The business-attribute assignment can occur at any moment during the interaction's lifetime for this measure to be tallied.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].FIRST_RESPONSE_TIME
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_FIRST_RESPONSE_TIME **USED IN REPORT(S)** None

Group Combination

CLASS		DESCRIPTION
Agent\Activity		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE N/A	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].GROUP_COMBINATION_KEY
INTRODUCED IN 7.6	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_GROUP_COMBINATION **USED IN REPORT(S)** None

Group Combination

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_CAMPAIGN hierarchy.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].GROUP_COMBINATION_KEY
INTRODUCED IN 7.6	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_GROUP_COMBINATION **USED IN REPORT(S)** None

Group Combination

CLASS		DESCRIPTION
Detail\Handling Attempt		This hidden measure is reserved for internal use to employ a key for a particular resource-group combination from the INTERACTION_RESOURCE_FACT table.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE N/A	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** INTERACTION_RESOURCE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY
INTRODUCED IN 7.6	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_GROUP_COMBINATION **USED IN REPORT(S)** None

Group Combination

CLASS		DESCRIPTION
Agent\..\Interaction State		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the AG2_I_AGENT hierarchy.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE N/A	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].GROUP_COMBINATION_KEY
INTRODUCED IN 7.6	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_GROUP_COMBINATION **USED IN REPORT(S)** None

Group Combination

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE hierarchy.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE N/A	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].GROUP_COMBINATION_KEY
INTRODUCED IN 7.6	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_GROUP_COMBINATION **USED IN REPORT(S)** None

Group Combination Abn

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ABN hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_QUEUE_ABN_[*].GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** USED IN REPORT(S)
7.6	N/A	Q_GROUP_COMBINATION_ABN None

Group Combination Ans

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ACC_AGENT hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_QUEUE_ACC_AGENT_[*].GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** USED IN REPORT(S)
7.6	N/A	Q_GROUP_COMBINATION_ACC None

Group Combination Detail Session

CLASS		DESCRIPTION
Detail\..\Session		This hidden measure is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_SESSION_FACT table.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	SM_RES_SESSION_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** USED IN REPORT(S)
7.6	N/A	SESS_GROUP_COMBINATION None

Group Combination Detail State

CLASS		DESCRIPTION
Detail\..\State		This hidden measure is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_STATE_FACT table.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	SM_RES_STATE_FACT_GI2.RESOURCE_GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
7.6	N/A	STATE_GROUP_COMBINATION / None

Group Combination Rsn

CLASS		DESCRIPTION
Agent\..\Summarized State		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the AG2_I_STATE_RSN hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_I_STATE_RSN_[*].GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
7.6	N/A	IA_GROUP_COMBINATION_RSN / None

Group Combination Sess

CLASS		DESCRIPTION
Agent\..\Summarized State		This hidden measure is reserved for internal use to employ a key for a particular agent-group combination from the AG2_I_SESS_STATE hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_I_SESS_STATE_[*].GROUP_COMBINATION_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
7.6	N/A	IA_GROUP_COMBINATION_SESS / None

Handle Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total amount of time, in seconds, that this agent spent handling interactions that the agent received.
		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group spent handling interactions that the agents received.
		• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent spent handling interactions that were distributed or pulled from this queue for those interactions that the agent received.
		Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received.
		Note: Some of these components return zero values for some media types.
LOGICAL/BASE INTERACTION		**DATABASE TABLE.COLUMN**
Base		Refer to the Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time, and Consult Received Warm Wrap Time Activity measures.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
Yes	Sum	A_HANDLE_TIME	Agent Group Business Result Report
INTRODUCED IN	**DISCONTINUED IN**		Agent Group Customer Segment Report
7.6.0	N/A		Agent Group Service Type Report

Handle Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent spent handling interactions that were associated with this campaign. This duration is calculated as the sum of engage time, hold time, ACW (wrap) time that is associated with interactions, consult time for interactions that agents received, and ACW time for consultations that agent received. This duration excludes alert time.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Engage Time, Wrap Time, Hold Time, Consult Received Time, Consult Received Wrap Time, and Consult Received Warm Wrap Time Agent Contact measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_HANDLE_TIME	None

Handle Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that agents spent handling interactions that were assigned this business attribute. This duration is calculated as the sum of engage time, hold time, ACW (wrap) time that is associated with interactions, consult time for interactions that agents received, and ACW time for consultations that agents received. This duration excludes alert time.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time Business Attribute measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_HANDLE_TIME	**USED IN REPORT(S)** None

Handle Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The total amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that agents spent handling customer interactions or warm consultations interactions that were distributed or pulled from queues that belong to this queue group.
		Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that agents receive, and all ACW time for consultations that agents receive.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Some of these components return nonzero values for some media types.
ALTERNATE? Yes	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time, Consult Received Warm Time, and Consult Received Warm Wrap Time Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_HANDLE_TIME	**USED IN REPORT(S)** None

Hold

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The total number of customer interactions that this agent had on hold.	
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total number of customer interactions that agents, who belong to this agent group, had on hold.	
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of customer interactions that were distributed from this queue that this agent had on hold.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].HOLD AG2_AGENT_GRP_[*].HOLD AG2_AGENT_QUEUE_[*].HOLD	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_HOLD	**USED IN REPORT(S)** Agent Utilization Report

Hold

CLASS		DESCRIPTION	
Outbound Contact\Agent Contact		The total number of customer interactions that were associated with this campaign that this agent had on hold.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].HOLD	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_HOLD	**USED IN REPORT(S)** None

Hold

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that agents had on hold.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].HOLD	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_HOLD	**USED IN REPORT(S)** None

Hold

CLASS		DESCRIPTION
Agent\..\Interaction State		The total number of times within the interval that this agent had customer calls on hold.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	
Interval	Number	
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Db delegated	AG2_I_AGENT_[*].HOLD
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	IA_HOLD	Agent Interval Based Report

Hold

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** The total number of times that agents had customer interactions, distributed from this queue, on hold.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold.
MEASURE TYPE	DATA TYPE	
Disposition	Number	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.
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN
No	Sum	AG2_QUEUE_[*].HOLD AG2_QUEUE_GRP_[*].HOLD
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
7.6.0	N/A	Q_HOLD	None

Hold

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Hold measures.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	DATA TYPE	DATABASE TABLE.COLUMN
Disposition	Number	Refer to the Hold, Consult Received Hold, and Consult Received Warm Hold Queue measures.
ALTERNATE?	AGG'N FUNCTION	
No	Sum	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.1.0	N/A	Q_HOLD_CC	None

Hold Time

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total amount of time, in seconds, that this agent had customer interactions on hold. • **Agent Group Dimension:** The total amount of time, in seconds, that agents, who belong to this agent group, had customer interactions on hold.	
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent had customer interactions, distributed from this queue, on hold.	

		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].HOLD_TIME`
		`AG2_AGENT_GRP_[*].HOLD_TIME`
		`AG2_AGENT_QUEUE_[*].HOLD_TIME`	

ALTERNATE? No	**AGG'N FUNCTION** Sum	**INTERNAL METRIC ID** A_HOLD_TIME	**USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report Agent Queue Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

Hold Time

CLASS		DESCRIPTION	
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent had customers on hold for interactions that were associated with this campaign.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].HOLD_TIME`	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_HOLD_TIME	**USED IN REPORT(S)** Agent Outbound Campaign Report

Hold Time

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total amount of time, in seconds, that agents had customers on hold for interactions assigned this business attribute.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].HOLD_TIME`	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_HOLD_TIME	**USED IN REPORT(S)** None

Hold Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, within the interval that this agent had customer interactions on hold. This measure counts all held durations for interactions, whether they were placed on hold once or more than once.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Interval	Number	AG2_I_AGENT_[*].HOLD_TIME
ALTERNATE?	**AGG'N FUNCTION**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
No	Sum	IA_HOLD_TIME	Agent Interval Based Report
INTRODUCED IN	**DISCONTINUED IN**		Agent Summary Activity Report
7.6.0	N/A		

Hold Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice		• **Queue Dimension:** The total amount of time, in seconds, that agents had customer interactions that were distributed from this queue on hold.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total amount of time, in seconds, that agents had customer interactions that were distributed from queues that belong to this queue group on hold.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].HOLD_TIME AG2_QUEUE_GRP_[*].HOLD_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_HOLD_TIME	Queue Summary Report

Hold Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Hold Time measures.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Hold Time, Consult Received Hold Time, and Consult Received Warm Hold Time Queue measures.
ALTERNATE?	**AGG'N FUNCTION**	
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_HOLD_TIME_CC	None

Influence Score

CLASS		DESCRIPTION
Agent\Activity		The total score that represents the customer's clout that has amassed on social networks for customer interactions that were handled by this agent.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	`AG2_AGENT_[*].INFLUENCE`
ALTERNATE?	**AGG'N FUNCTION**	`AG2_AGENT_GRP_[*].INFLUENCE`
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_INFLUENCE	None

Influence Score

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total score that represents the customer's clout that has amassed on social networks for customer interactions of this business attribute.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].INFLUENCE`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_INFLUENCE	None

Invite

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The total number of customer interactions that alerted or rang at this agent before the interactions were accepted plus the total number of dials that the agent performed, where the calls were successfully established.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total number of customer interactions that alerted or rang at agents who belong to this agent group before the interactions were accepted plus the total number of dials that agents performed, where the calls were successfully established.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted plus the total number of dials that the agent performed, where the calls were successfully established. This measure is attributed to the interval in which the alerting/dialing first occurred. **Note:** The dialing component of this measure applies to voice media only.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].INVITE`
		`AG2_AGENT_GRP_[*].INVITE`
		`AG2_AGENT_QUEUE_[*].INVITE`

INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_INVITE	**USED IN REPORT(S)** None

Invite

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of customer interactions that are associated with this campaign and that rang at this agent before the interactions were accepted plus the total number of dials that the agent performed, where the calls were successfully established.
AVAILABLE MEDIA TYPES Voice		This measure is attributed to the interval in which the alerting/dialing first occurred.
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].INVITE`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_INVITE	**USED IN REPORT(S)** None

Invite

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted plus the total number of dials that agents performed, where the interactions were successfully established.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		This measure is attributed to the interval in which the alerting/dialing first occurred.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** The dialing component of this measure applies to voice media only.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].INVITE	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_INVITE	**USED IN REPORT(S)** None

Invite

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total number of customer interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed or pulled from this queue.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Queue Group Dimension:** The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].INVITE AG2_QUEUE_GRP_[*].INVITE	
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_INVITE	**USED IN REPORT(S)** None

Invite

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Invite measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Invite, Consult Received Invite, and Consult Received Invite Warm Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_INVITE_CC	**USED IN REPORT(S)** None

Invite Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimensions:** The total amount of time, in seconds, that customer interactions alerted at agents who belong to this agent group plus the total duration of the dialing that the agents performed.
		• **Agent and Queue Dimensions:** The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue.
MEASURE TYPE	**DATA TYPE**	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.
Disposition	Number	This measure is attributed to the interval in which the alerting/dialing first occurred.
		Note: This measure was previously named `Ring Time`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].INVITE_TIME`
		`AG2_AGENT_GRP_[*].INVITE_TIME`
		`AG2_AGENT_QUEUE_[*].INVITE_TIME`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	A_INVITE_TIME	None

Invite Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that customer interactions that are associated with this campaign alerted at this agent plus the total duration of dialing performed by this agent.
AVAILABLE MEDIA TYPES		
Voice		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.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	This measure is attributed to the interval in which the alerting/dialing first occurred.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_CAMPAIGN_[*].INVITE_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_INVITE_TIME	None

Invite Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.
AVAILABLE MEDIA TYPES		
All		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 interactions only and is applicable only to voice media.
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	This measure is attributed to the interval in which the alerting/dialing first occurred.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_ID_[*].INVITE_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_INVITE_TIME	None

Invite Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, attributable to the interval that customer interactions alerted or rang at agents plus the total duration of the dialing that agents performed.
AVAILABLE MEDIA TYPES		
All		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.
LOGICAL/BASE INTERACTION		
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_I_AGENT_[*].INVITE_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	IA_INVITE_TIME	Agent Summary Activity Report

Invite Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query and reflects the sum of two activities:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
		• **Queue Group Dimension:** The total amount of time, in seconds, that customer interactions, distributed from queues that belong to this queue group, 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.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_QUEUE_[*].INVITE_TIME AG2_QUEUE_GRP_[*].INVITE_TIME
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_INVITE_TIME	None

Invite Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Invite Time measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Invite Time, Consult Received Invite Time, and Consult Received Invite
ALTERNATE?	**AGG'N FUNCTION**	Warm Time Queue measures.
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
8.1.0	N/A	Q_INVITE_TIME_CC		None

Ixn Busy Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, within the interval that this agent was busy processing interactions. The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
MEASURE TYPE	**DATA TYPE**	This measure excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Invite Time, Engage Time, Hold Time, Ixn Wrap Time, and Consult Received Time Interaction State measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
8.0.0	N/A	IA_BUSY_TIME_IXN		Agent Summary Activity Report

Ixn Wrap

CLASS		DESCRIPTION
Agent\..\Interaction State		The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named Inbound ACW.
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	AG2_I_AGENT_[*].WRAP
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**		**USED IN REPORT(S)**
7.6.0	N/A	IA_WRAP_IXN		Agent Interval Based Report

Ixn Wrap Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Inbound ACW Time`.
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_I_AGENT_[*].WRAP_TIME`
ALTERNATE? No	**AGG'N FUNCTION** Sum	**INTERNAL METRIC ID** IA_WRAP_TIME_IXN	**USED IN REPORT(S)** Agent Interval Based Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Agent Summary Activity Report

Max Abandoned Waiting Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The maximum amount of time, in seconds, that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Logical		**Note:** This measure was previously named `Max Time to Abandon`.
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ABANDONED_TIME_MAX`
ALTERNATE? No	**AGG'N FUNCTION** Max	**INTERNAL METRIC ID** T_ABANDONED_TIME_MAX	**USED IN REPORT(S)** Interaction Volume Business Result Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report

Max Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The longest amount of time, in seconds, that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.
		• **Queue Group Dimension:** The longest amount of time, in seconds, that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.
MEASURE TYPE Disposition	**DATA TYPE** Number	
		Note: This measure was previously named `Max Time to Abandon`.
ALTERNATE? No	**AGG'N FUNCTION** Max	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].ABANDONED_TIME_MAX` `AG2_QUEUE_GRP_[*].ABANDONED_TIME_MAX`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_TIME_MAX	**USED IN REPORT(S)** Interaction Traffic Report Queue Summary Report

Max Accept Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The longest amount of time, in seconds, that customer interactions that were distributed from this queue spent in a queue before they were accepted by the target resource.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The longest amount of time, in seconds, that customer interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.
MEASURE TYPE	**DATA TYPE**	Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.
Disposition	Number	**Note:** This measure was previously named `Max Time to Answer`.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_QUEUE_[*].ACCEPTED_TIME_MAX` `AG2_QUEUE_GRP_[*].ACCEPTED_TIME_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ACCEPTED_TIME_MAX	Interaction Traffic Report Queue Summary Report

Max Accept Time Agent

CLASS		DESCRIPTION
Business Attribute\BA Customer		The longest amount of time, in seconds, that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This measure includes alert (ring) time.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Logical		**Note:** This measure was previously named `Max Time to Answer`.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_ID_[*].ACCEPT_TIME_AGENT_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_ACCEPT_TIME_AGENT_MAX	Interaction Volume Business Result Report Interaction Volume Customer Segment Report Interaction Volume Service Type Report Interaction Volume Service Subtype Report

Max Clear Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The longest amount of time, in seconds, that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Interactions can be cleared for many reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE? No	**AGG'N FUNCTION** Max	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CLEARED_TIME_MAX` `AG2_QUEUE_GRP_[*].CLEARED_TIME_MAX`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_CLEARED_TIME_MAX	**USED IN REPORT(S)** None

Max Consult Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Open (sync)		• **Queue Dimension:** The longest amount of time, in seconds, that agents waited at this queue before they abandoned their simple consult interactions.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The longest amount of time, in seconds, that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions.
MEASURE TYPE Disposition	**DATA TYPE** Number	Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.
ALTERNATE? No	**AGG'N FUNCTION** Max	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].CONSULT_ABANDONED_TIME_MAX` `AG2_QUEUE_GRP_[*].CONSULT_ABANDONED_TIME_MAX`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** QC_CONSULT_ABANDONED_TIME_MAX	**USED IN REPORT(S)** None

Max Consult Accept Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** 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 by the target resource.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The longest amount of time, in seconds, that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.
Disposition	Number	
		Duration starts when the consultation enters the member queue and ends when the consultation is accepted—thereby, including alert (ring) time.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_QUEUE_[*].CONSULT_ACCEPTED_TIME_MAX` `AG2_QUEUE_GRP_[*].CONSULT_ACCEPTED_TIME_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_ACCEPTED_TIME_MAX	None

Max Consult Clear Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All (except Chat)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	• **Queue Group Dimension:** The longest amount of time, in seconds, that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_QUEUE_[*].CONSULT_CLEARED_TIME_MAX` `AG2_QUEUE_GRP_[*].CONSULT_CLEARED_TIME_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_CLEARED_TIME_MAX	None

Max Consult Distribute Time

CLASS		DESCRIPTION
Queue\Q Consults		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		• **Queue Dimension:** The longest amount of time, in seconds, that customer interactions spent in this queue before they were distributed.
All (except Chat)		
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The longest amount of time, in seconds, in seconds, that customer interactions spent in queues that belong to this queue group before they were distributed.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_QUEUE_[*].CONSULT_DISTRIBUTED_TIME_MAX` `AG2_QUEUE_GRP_[*].CONSULT_DISTRIBUTED_TIME_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	QC_CONSULT_DISTRIBUTED_TIME_MAX	None

Max Date

CLASS		DESCRIPTION
Service Objects		This measure, which is hidden from report designers and viewers, is used for internal computations.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Date	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`max(DATE_TIME.CAL_DATE)`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	CAL_DATE_MAX	None

Max Distribute Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		• **Queue Dimension:** The longest amount of time, in seconds, that customer interactions or warm consultations spent in this queue before they were distributed.
All		
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The longest amount of time, in seconds, in seconds, that customer interactions or warm consultations spent in queues that belong to this queue group before they were distributed.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	`AG2_QUEUE_[*].DISTRIBUTED_TIME_MAX` `AG2_QUEUE_GRP_[*].DISTRIBUTED_TIME_MAX`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	Q_DISTRIBUTED_TIME_MAX	None

Max Standard Abandoned Waiting Time

CLASS		DESCRIPTION
Business Attribute\ BA Customer		The longest time, in seconds, beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Logical		**Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-ID-IXN] section, for the 8.1.1⁺ releases.
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN**
ALTERNATE? No	**AGG'N FUNCTION** Max	Refer to the Max Abandoned Waiting Time and Standard Abandoned Waiting Business Attribute measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ABANDONED_STANDARD_TIME_MAX	**USED IN REPORT(S)** None

Max Standard Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The longest time, in seconds, beyond the short-abandoned threshold that customers waited at this queue before they abandoned their interactions and before the interactions could be distributed. • **Queue Group Dimension:** The longest time, in seconds, beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandoned their interactions and before the interactions could be distributed.

MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:**
		 • This measure was previously named Max Time to Non-Short Abandon.
		 • This measure relies on the value of the short-abandoned threshold as configured:
		   – In the [gim-etl*] section, for the 8.1.0⁻ releases.
		   – In the [agg-gim-thld-QUEUE-IXN] section, for the 8.1.1⁺ releases.

ALTERNATE? No	**AGG'N FUNCTION** Max	**DATABASE TABLE.COLUMN** Refer to the Max Abandoned Waiting Time and Standard Abandoned Waiting Queue measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STANDARD_TIME_MAX	**USED IN REPORT(S)** None

Max Standard Abandoned Waiting Time

CLASS Queue\Q Customer & Consults		DESCRIPTION The longest amount of time, in seconds, that customers waited at this queue (or queue group) before they abandoned the interactions and before the interactions could be distributed.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base		**Note:** This measure is identical to Q Customer\Max Abandoned Waiting Time.	
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Max	DATABASE TABLE.COLUMN Refer to the Max Abandoned Waiting Time Queue measure.	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_ABANDONED_STANDARD_TIME_MAX_CC	USED IN REPORT(S) None

Max Standard Abandoned Waiting Time 80

CLASS Business Attribute\BA Customer		DESCRIPTION The longest time, in seconds, beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Logical		**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.	
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Max Abandoned Waiting Time and Standard Abandoned Waiting 80 Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Max		
INTRODUCED IN 8.1.1	DISCONTINUED IN 9.0 (targeted)	INTERNAL METRIC ID T_ABANDONED_STANDARD_TIME_MAX_80	USED IN REPORT(S) None

Max Standard Abandoned Waiting Time 80

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The longest time, in seconds, beyond the short-abandoned threshold that customers waited at this queue before they abandon their interactions and before the interactions could be distributed.	
		• **Queue Group Dimension:** The longest time, in seconds, beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandon their interactions and before the interactions could be distributed.	
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.	
ALTERNATE? No	AGG'N FUNCTION Max	DATABASE TABLE.COLUMN Refer to the Max Abandoned Waiting Time and Standard Abandoned Waiting 80 Queue measures.	
INTRODUCED IN 8.1.1	DISCONTINUED IN 9.0 (targeted)	INTERNAL METRIC ID Q_ABANDONED_STANDARD_TIME_MAX_80	USED IN REPORT(S) None

Max Standard Abandoned Waiting Time 80

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The longest amount of time, in seconds, that customers waited at this queue (or queue group) before they abandon the interactions and before the interactions could be distributed.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		**Note:** This measure is identical to Q Customer\Max Abandoned Waiting Time.
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Max	Refer to the Max Abandoned Waiting Time Queue measure.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	Q_ABANDONED_STANDARD_TIME_MAX_CC_80	None

Min Date Time Day Key

CLASS		DESCRIPTION
Service Objects		This measure, which is hidden from report designers and viewers, is used for internal computations.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Min	`min(DATE_TIME.DATE_TIME_DAY_KEY)`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	DATE_TIME_DAY_KEY_MIN	None

Min Date Time Key

CLASS		DESCRIPTION
Service Objects		This measure, which is hidden from report designers and viewers, is used for internal computations.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Min	`min(DATE_TIME.DATE_TIME_KEY)`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	DATE_TIME_KEY_MIN	None

Min Date Time Day Key

CLASS		DESCRIPTION	
Service Objects		This measure, which is hidden from report designers and viewers, is used for internal computations.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
N/A	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Min	min(DATE_TIME.DATE_TIME_NEXT_DAY_KEY)	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.0	N/A	DATE_TIME_NEXT_DAY_KEY_MIN	None

No Signal

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL_RESULT_CODE='WRONG_PARTY').	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	DATA TYPE		
Disposition	Number		
ALTERNATE?	AGG'N FUNCTION	DATABASE TABLE.COLUMN	
No	Sum	AG2_CAMPAIGN_[*].NO_RPC	
INTRODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)
8.0.1	N/A	CA_NO_RPC	Campaign Summary Report

Not Accepted

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of times that customer interactions were redirected to another resource upon no answer by this agent or were otherwise not accepted by this agent.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of times that customer interactions were redirected to another resource upon no answer by agents who belong to this agent group or were otherwise not accepted by such agents.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted by the agent.
Disposition	Number	
		This measure includes interactions that the customer abandoned while they were alerting at the agent.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_[*].NOTACCEPTED`
		`AG2_AGENT_GRP_[*].NOTACCEPTED`
		`AG2_AGENT_QUEUE_[*].NOTACCEPTED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	A_NOTACCEPTED	Agent Utilization Report

Not Accepted

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the call result of contact attempts from this campaign was No Answer (`CALL_RESULT_CODE='NO_ANSWER'`).
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_CAMPAIGN_[*].NO_ANSWER`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_NO_ANSWER	Campaign Summary Report

Not Accepted

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The total number of times that customer interactions entered this queue, alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group, alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN.
MEASURE TYPE Disposition	**DATA TYPE** Number	This measure is calculated as the sum of Redirected and Abandoned Inviting Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Redirected and Abandoned Inviting Queue measures.
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_NOTACCEPTED	**USED IN REPORT(S)** None

Not Accepted

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Not Accepted measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Not Accepted and Consult Not Accepted Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_NOTACCEPTED_CC	**USED IN REPORT(S)** None

Not Accepted

CLASS		DESCRIPTION
Agent\..\Interaction State		This measure is calculated as the difference between:
AVAILABLE MEDIA TYPES All		• The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval and
LOGICAL/BASE INTERACTION		• The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Offered Interaction State measure and `AG2_I_AGENT_[*].ACCEPTED_EVENTUALLY`
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_NOTACCEPTED	**USED IN REPORT(S)** None

Not Ready

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total number of times within the interval that this agent was in the NotReady state on a particular media channel.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_SESS_STATE_[*].NOT_READY	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_NOT_READY	**USED IN REPORT(S)** None

Not Ready In

CLASS		DESCRIPTION	
Agent\..\Interaction State		The total number of times that this agent was handling customer calls that were accepted while the agent was in the NotReady state. **Note:** This measure was previously named Not Ready InCall.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].NOT_READY_IN	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_NOT_READY_IN	**USED IN REPORT(S)** Agent Not Ready Report

Not Ready In Time

CLASS		DESCRIPTION	
Agent\..\Interaction State		The total amount of time, in seconds, that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions. **Note:** This measure was previously named Not Ready InCall Time.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION			
MEASURE TYPE Interval	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].NOT_READY_IN_TIME	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_NOT_READY_IN_TIME	**USED IN REPORT(S)** Agent Not Ready Report

Not Ready Out

CLASS		DESCRIPTION
Agent\..\Interaction State		The total number of times that this agent initiated outbound or internal interactions while in the NotReady state. The count excludes consultations that the agent participated in while in NotReady state.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Not Ready OutCall.`
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	`AG2_I_AGENT_[*].NOT_READY_OUT`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_NOT_READY_OUT	Agent Not Ready Report

Not Ready Out Time

CLASS		DESCRIPTION
Agent\..\Interaction State		The total amount of time, in seconds, that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		**Note:** This measure was previously named `Not Ready OutCall Time.`
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_I_AGENT_[*].NOT_READY_OUT_TIME`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_NOT_READY_OUT_TIME	Agent Not Ready Report

Not Ready Reason Count

CLASS		DESCRIPTION
Agent\..\Summarized State		The total number of times within the interval that this agent was in the NotReady state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Interval	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	`AG2_I_STATE_RSN_[*].STATE_RSN` (when State Type Code = "NOTREADY")
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_STATE_RSN_NOT_READY	Agent Not Ready Reason Code Report

Not Ready Reason Time

CLASS		DESCRIPTION
Agent\..\Summarized State		The total amount of time, in seconds, within the interval that this agent was in the NotReady state on a particular media channel (including Do Not Disturb duration, if configured) for the specified reason.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_I_STATE_RSN_[*].STATE_RSN_TIME` (when State Type Code = "NOTREADY")
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_STATE_RSN_TIME_NOT_READY	**USED IN REPORT(S)** Agent Not Ready Reason Code Report

Not Ready Time

CLASS		DESCRIPTION
Agent\..\Summarized State		The total amount of time, in seconds, within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		**Note:** This measure was previously named `Not Ready Time Rsn`.
MEASURE TYPE Interval	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `AG2_I_SESS_STATE_[*].NOT_READY_TIME`
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**INTERNAL METRIC ID** IA_NOT_READY_TIME	**USED IN REPORT(S)** Agent Not Ready Reason Code Report Agent Not Ready Report Agent Summary Activity Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		

Offered

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total number of times that interactions were received or initiated by an agent. • **Agent Group Dimension:** The total number of times that interactions were received or initiated by agents who belong to this agent group. • **Agent and Queue Dimensions:** The total number of times that interactions, distributed or pulled from this queue, were received or initiated by this agent excluding interactions that were abandoned within the short-abandoned threshold.	
MEASURE TYPE Disposition	**DATA TYPE** Number	The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. **Note:** For `AG2_AGENT_QUEUE` records, this measure relies on the value of the short-abandoned threshold as configured: • In the `[gim-etl*]` section, for the 8.1.0[-] releases. • In the `[agg-gim-thld-ID-IXN]` section, for the 8.1.1[+] releases.	

ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_[*].OFFERED`
		 `AG2_AGENT_GRP_[*].OFFERED`
		 `AG2_AGENT_QUEUE_[*].OFFERED`	

INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_OFFERED	**USED IN REPORT(S)** Agent Group Queue Business Attribute Report Agent Interaction Hierarchy Report Agent Utilization Report

Offered

CLASS		DESCRIPTION	
Outbound Contact\ Agent Contact		The total number of times that customer interactions were received or initiated by an agent. The count includes handling attempts that the agent rejected as well as warm consultations and conferences that the agent received. This count includes abandoned interactions and excludes simple consultations whether initiated or received.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].OFFERED`	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_OFFERED	**USED IN REPORT(S)** None

Offered

CLASS		DESCRIPTION
Business Attribute\ BA Customer		The total number of customer interactions that entered or began within the contact center during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		**Note:** This measure relies on the value of the short-abandoned threshold as configured:
MEASURE TYPE Disposition	**DATA TYPE** Number	• In the [gim-etl*] section, for the 8.1.0⁻ releases. • In the [agg-gim-thld-ID-IXN] section, for the 8.1.1⁺ releases.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Entered and Short Abandoned Waiting Business Attribute measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_OFFERED	**USED IN REPORT(S)** None

Offered

CLASS		DESCRIPTION
Agent\..\Interaction State		The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval. This measure includes abandoned interactions that were alerting at the agent and interactions that were redirected because this agent did not answer or accept them.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION		
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** AG2_I_AGENT_[*].OFFERED
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_OFFERED	**USED IN REPORT(S)** None

Offered

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Queue Dimension:** The total number of interactions that entered this queue and were subsequently offered to a resource.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.
		The count excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received.
MEASURE TYPE	**DATA TYPE**	**Notes:**
Disposition	Number	• This measure does include interactions for which no threshold was set by Router.
		• This measure relies on the value of the short-abandoned threshold as configured:
		– In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		– In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Entered and Short Abandoned Waiting Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_OFFERED	Interaction Traffic Group Report Interaction Traffic Report Queue Outline Report Queue Summary Report

Offered

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Offered measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Offered and Consult Offered Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_OFFERED_CC	Queue Outline Report

Offered 80

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions that entered or began within the contact center during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		**Notes:** • Prior to release 7.6.2, the Interaction Volume reports referenced this measure. Starting with 7.6.2, these reports now reference the Entered with Objective Business Attribute measure instead. • This measure was previously named `Calls Offered`. • Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Entered and Short Abandoned Waiting 80 Business Attribute measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_OFFERED_80	**USED IN REPORT(S)** None

Offered 80

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The total number of interactions that entered this queue and were subsequently offered to a resource, excluding interactions that were abandoned within the short-abandoned threshold.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource, excluding interactions that were abandoned within the short-abandoned threshold. The count includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Notes:** • This measure does include interactions for which no threshold was set by Router. • Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Entered and Short Abandoned Waiting 80 Queue measures.
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_OFFERED_80	**USED IN REPORT(S)** None

Offered 80

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Offered measures.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Offered 80 and Consult Offered 80 Queue measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	Q_OFFERED_CC_80	None

Offered with Actionability

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of customer interactions that were offered to this agent for which actionability scores were recorded.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of customer interactions that were offered to agents who belong to this agent group, for which actionability scores were recorded.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total number of customer interactions that were offered to this agent and distributed from this queue, for which actionability scores were recorded.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].ACTIONABILITY_OFFERED`
		`AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED`
		`AG2_AGENT_QUEUE_[*].ACTIONABILITY_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_ACTIONABILITY_OFFERED	None

Offered with Influence

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of customer interactions that were offered to this agent for which customer-influence scores were recorded.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of customer interactions that were offered to agents who belong to this agent group, for which customer-influence scores were recorded.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total number of customer interactions that were offered to this agent and distributed from this queue, for which customer-influence scores were recorded.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].INFLUENCE_OFFERED`
		`AG2_AGENT_GRP_[*].INFLUENCE_OFFERED`
		`AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_INFLUENCE_OFFERED	None

Offered with Revenue

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of customer interactions that entered or began within the contact center, were handled by this agent, and had associated revenue.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of customer interactions that entered or began within the contact center, were handled by agents who belong to this agent group, and had associated revenue.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total number of customer interactions that entered or began within the contact center, were distributed from this queue, had associated revenue, and were handled by this agent.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].REVENUE_OFFERED`
		`AG2_AGENT_GRP_[*].REVENUE_OFFERED`
		`AG2_AGENT_QUEUE_[*].REVENUE_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_REVENUE_OFFERED	None

Offered with Satisfaction

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of customer interactions handled by this agent for which customer-satisfaction scores were recorded.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of customer interactions handled by agents who belong with this agent group for which customer-satisfaction scores were recorded.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].SATISFACTION_OFFERED`
		`AG2_AGENT_GRP_[*].SATISFACTION_OFFERED`
		`AG2_AGENT_QUEUE_[*].SATISFACTION_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_SATISFACTION_OFFERED	None

Offered with Sentiment

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of customer interactions handled by this agent for which sentiment scores were recorded.
LOGICAL/BASE INTERACTION		
N/A		• **Agent Group Dimension:** The total number of customer interactions handled by agents who belong with this agent group for which sentiment scores were recorded.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** The total number of customer interactions that were distributed from this queue and handled by this agent for which sentiment scores were recorded.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].SENTIMENT_OFFERED`
		`AG2_AGENT_GRP_[*].SENTIMENT_OFFERED`
		`AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_SENTIMENT_OFFERED	None

Overdial

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of CPD dials that were abandoned or were answered by the called party but not established with an agent or IVR within two seconds of the dialing event.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].OVERDIAL	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_OVERDIAL	**USED IN REPORT(S)** Campaign Summary Report

Personal Callbacks Completed

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that callbacks were completed by the agent who requested them for contact attempts made from this campaign excluding missed callbacks.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].PER_CALLBK_COMPL	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_PER_CALLBK_COMPL	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Personal Callbacks Missed

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that callbacks were missed by the agent who requested them for contact attempts made from this campaign.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].PER_CALLBK_MISS	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_PER_CALLBK_MISS	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Personal Callbacks Scheduled

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].PER_CALLBK_SCHED	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_PER_CALLBK_SCHED	**USED IN REPORT(S)** Campaign Callbacks Summary Report

Port Unavailable

CLASS		DESCRIPTION	
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE= 'NO_PORT_AVAILABLE').	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_CAMPAIGN_[*].PORT_UNAVAILABLE	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_PORT_UNAVAILABLE	**USED IN REPORT(S)** None

Preview

CLASS		DESCRIPTION	
Outbound Contact\Agent Contact		The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].PREVIEW	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_PREVIEW	**USED IN REPORT(S)** None

Preview Time

CLASS Outbound Contact\Agent Contact		DESCRIPTION The total amount of time, in seconds, that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_AGENT_CAMPAIGN_[*].PREVIEW_TIME	
INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_PREVIEW_TIME	USED IN REPORT(S) Agent Outbound Campaign Report

Queue Time

CLASS Detail\Handling Attempt		DESCRIPTION The sum of the durations, in seconds, that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID IRF_QUEUE_TIME	USED IN REPORT(S) Interaction Handling Attempt Report

Ready

CLASS Agent\..\Summarized State		DESCRIPTION The total number of times within the interval that this agent was in the Ready state on a particular media channel.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN AG2_I_SESS_STATE_[*].READY	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_READY	USED IN REPORT(S) None

Ready Time

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total amount of time, in seconds, that this agent was in the Ready state for a particular media type.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Interval	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	AG2_I_SESS_STATE_[*].READY_TIME	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_READY_TIME	Agent Summary Activity Report

Reason Start Date Time Key

CLASS		DESCRIPTION	
Detail\..\State		This hidden measure is reserved for internal use to employ a key for a particular date and time from the SM_RES_STATE_REASON_FACT table.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
N/A	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	SM_RES_STATE_REASON_FACT_GI2.START_DATE_TIME_KEY	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	STATE_REASON_START_DATE_TIME_KEY	None

Reason Time

CLASS		DESCRIPTION	
Detail\..\State		The total amount of time, in seconds, that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.	
AVAILABLE MEDIA TYPES			
All			
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Detail	Number	**Note:** This measure was previously named State Time Detail.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	None	SM_RES_STATE_REASON_FACT_GI2.TOTAL_DURATION	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	STATE_REASON_TIME	Agent State Details Report

Redirected

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** The 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `Calls RONA`.

ALTERNATE?
 No
	AGG'N FUNCTION
	 Sum
		DATABASE TABLE.COLUMN
		 `AG2_QUEUE_[*].REDIRECTED`
		 `AG2_QUEUE_GRP_[*].REDIRECTED`

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_REDIRECTED	**USED IN REPORT(S)** Queue Outline Report

Redirected

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Redirected measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Redirected and Consult Redirected Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_REDIRECTED_CC	**USED IN REPORT(S)** Queue Outline Report

Rejected

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The total number of times that customer interactions alerted at this agent and were not accepted.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total number of times that customer interactions alerted at an agent that belong to this agent group and were not accepted.
MEASURE TYPE Disposition	DATA TYPE Number	• **Agent and Queue Dimensions:** The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted. **Note:** This measure was previously named `Calls RONA`.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].REJECTED`
		`AG2_AGENT_GRP_[*].REJECTED`
		`AG2_AGENT_QUEUE_[*].REJECTED`	

INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID A_REJECTED	USED IN REPORT(S) Agent Conduct Report

Responded

CLASS Business Attribute\BA Customer		DESCRIPTION For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource.
AVAILABLE MEDIA TYPES All		For e mail, this measure represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this measure's value is either 0 or 1 for each interaction.
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	DATA TYPE Number	The value of this measure is less than or equal to Responses.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN `AG2_ID_[*].RESPONDED`	
INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID T_RESPONDED	USED IN REPORT(S) None

Responded Unique

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of first-time outbound replies in which this agent participated in response to customer interactions.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total number of first-time outbound replies in which agents, who belong to this agent group, participated in response to customer interactions.
		• **Agent and Queue Dimensions:** The total number of first-time outbound replies made by this agent in response to customer interactions that were pulled or transferred from this queue.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	Any number of replies could be prepared in response to a customer interaction. This measure attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This measure excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_AGENT_[*].RESPONDED_UNIQUE AG2_AGENT_GRP_[*].RESPONDED_UNIQUE AG2_AGENT_QUEUE_[*].RESPONDED_UNIQUE
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	A_RESPONDED_UNIQUE	Agent Interaction Hierarchy Report

Response Ratio

CLASS		DESCRIPTION
Business Attribute\BA Customer		The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute.
AVAILABLE MEDIA TYPES		
All		For all media types, this ratio could be greater than 1:1.
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the Responses and Responded Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	T_RESPONSE_RATIO	Customer Perspective Report

Response Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The time that elapsed, in seconds, before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted. Additionally, this measure includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of `RoutedOnNoAnswer` or `Unspecified,` as well as the alert duration that is associated with this attempt.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
		Received consultations and collaborations are excluded from consideration.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEDIATION_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.RING_DURATION`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	IRF_RESPONSE_TIME	Interaction Handling Attempt Report

Responses

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were accepted by this agent. For e-mail, this measure represents the total number of times that the agent prepared an outbound reply.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were accepted by agents who belong to this agent group. For e-mail, this measure represents the total number of times that agents who belong to this agent group prepared an outbound reply.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	• **Agent and Queue Dimensions:** For voice and chat media, this measure represents the total number of times that customer interactions or warm consultations were distributed or pulled from this queue and accepted by this agent. For e-mail, this measure represents the total number of times that the agent created an outbound reply for interactions that were distributed or pulled from this interaction queue or workbin.
		Note: For voice media, this measure is identical to Activity\Accepted; it returns positive values when agents initiate calls.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	**USED IN REPORT(S)**
No	Sum	`AG2_AGENT_[*].RESPONSES` `AG2_AGENT_GRP_[*].RESPONSES` `AG2_AGENT_QUEUE_[*].RESPONSES`	Agent Conduct Report Agent Group Business Result Report Agent Group Customer Segment Report
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	Agent Group Interaction Handling Report Agent Group Service Type Report Agent Interaction Hierarchy Report Agent Utilization Report
8.0.0	N/A	A_RESPONSES	

Responses

CLASS		DESCRIPTION
Business Attribute\BA Customer		For voice and chat media, the total number of customer interactions of this business attribute that were accepted by handling resources.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		For e-mail, this measure represents the total number times that resources (e.g., agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this measure's value reflects each reply.
MEASURE TYPE Disposition	**DATA TYPE** Number	The value of this measure is greater than or equal to Responded.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].RESPONSES`
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_RESPONSES	**USED IN REPORT(S)** None

Revenue

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		• **Agent Dimension:** The total revenue that is generated during the interval by customer interactions handled by this agent.
		• **Agent Group Dimension:** The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].REVENUE`
		`AG2_AGENT_GRP_[*].REVENUE`
		`AG2_AGENT_QUEUE_[*].REVENUE`

INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_REVENUE	**USED IN REPORT(S)** Agent Group Business Result Report

Revenue

CLASS		DESCRIPTION
Outbound Contact\ Agent Contact		The total revenue generated by customer interactions that are associated with this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].REVENUE`
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_REVENUE	**USED IN REPORT(S)** None

Revenue

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total revenue generated during the interval by customer interactions assigned this business attribute.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].REVENUE`	
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_REVENUE	**USED IN REPORT(S)** Customer Perspective Report

Revenue

CLASS		DESCRIPTION	
Detail\Handling Attempt		The total revenue generated by customer interactions handled by this IRF resource. **Note:** This figure is stored in character format.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	**DATA TYPE** Character		
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** `IRF_USER_DATA_GEN_1.REVENUE`	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_REVENUE	**USED IN REPORT(S)** None

Routed Other

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. • **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources. **Note:** This measure was previously named `Calls Routed Other`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		

ALTERNATE?
 No
	AGG'N FUNCTION
	 Sum
		DATABASE TABLE.COLUMN
		 `AG2_QUEUE_[*].ROUTED_OTHER`
		 `AG2_QUEUE_GRP_[*].ROUTED_OTHER`	

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ROUTED_OTHER	**USED IN REPORT(S)** Queue Outline Report

Routed Other

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Routed Other measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Routed Other and Consult Routed Other Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ROUTED_OTHER_CC	**USED IN REPORT(S)** Queue Outline Report

Routing Point Time

CLASS		DESCRIPTION
Detail\Handling Attempt		The sum of the durations, in seconds, that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Detail	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `INTERACTION_RESOURCE_FACT_GI2.ROUTING_POINT_DURATION`
INTRODUCED IN 7.6.2	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_ROUTING_POINT_TIME	**USED IN REPORT(S)** Interaction Handling Attempt Report

Satisfaction

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent. • **Agent Group Dimension:** The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by agents who belong to this agent group. • **Agent and Queue Dimensions:** The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].SATISFACTION`
		`AG2_AGENT_GRP_[*].SATISFACTION`
		`AG2_AGENT_QUEUE-[*].SATISFACTION`

INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_SATISFACTION	**USED IN REPORT(S)** None

Satisfaction

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The sum of numerical scores of customer satisfaction that were attributed to customer interactions from this outbound campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].SATISFACTION
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_CA_SATISFACTION	**USED IN REPORT(S)** None

Satisfaction

CLASS		DESCRIPTION
Business Attribute\BA Customer		The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].SATISFACTION
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_SATISFACTION	**USED IN REPORT(S)** Customer Perspective Report

Satisfaction

CLASS		DESCRIPTION
Detail\Handling Attempt		The numerical score of customer satisfaction that was attributed to customer interactions handled by this IRF resource. **Note:** This score is stored in character format.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Detail	**DATA TYPE** Character	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** IRF_USER_DATA_GEN_1.SATISFACTION
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_SATISFACTION	**USED IN REPORT(S)** None

Sentiment Factor

CLASS Business Attribute\BA Customer		DESCRIPTION This hidden measure is used for internal purposes to assign a factor to the Classify Sentiment Category dimension. This factor takes on one of four values: • -1, when Classify Sentiment Category is Negative. • 0.25, when Classify Sentiment Category is Neutral. • 1, when Classify Sentiment Category is Positive. • 0, otherwise.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN Refer to the Classify Sentiment Category Business Attribute dimension.	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @T_SENTIMENT_FACTOR	USED IN REPORT(S) None

Sentiment Index

CLASS Business Attribute\BA Customer		DESCRIPTION Reflects customers' sentiment in accordance with their ability to influence and is represented by a weighted consolidated measure of sentiment and influence that ranges in values from -10,000 to 10,000 per interaction. The intent of this measure to assign the largest values to those customers with the highest influence score.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN `[AG2_ID.INFLUENCE + (AG2_ID.SENTIMENT_ENTERED-AG2_ID.INFLUENCE_ENTERED)* AG2_ID.SENTIMENT*Sentiment Factor]/Entered WITH Sentiment`	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID @T_SENTIMENT_INDEX	USED IN REPORT(S) Social Engagement Report

Sentiment Score

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total score reflecting the attitude expressed by customers for interactions that were handled by this agent.
LOGICAL/BASE INTERACTION		
Base		• **Agent Group Dimension:** The total score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group.
MEASURE TYPE	**DATA TYPE**	• **Agent and Queue Dimensions:** The total score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.
Disposition	Number	
		Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].SENTIMENT`
		`AG2_AGENT_GRP_[*].SENTIMENT`
		`AG2_AGENT_QUEUE_[*].SENTIMENT`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@A_SENTIMENT	None

Sentiment Score

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total score reflecting the attitude expressed by customers for interactions that entered or began within the contact center.
AVAILABLE MEDIA TYPES		
All		Refer to "Configuring Social Media User Data" in the *Genesys Interactive Insights User's Guide* for information on how to activate this hidden measure.
LOGICAL/BASE INTERACTION		
Logical		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].SENTIMENT`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	@T_SENTIMENT	None

Short

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
All		• **Agent Dimension:** The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.
LOGICAL/BASE INTERACTION		
Base		
		• **Agent Group Dimension:** The total number of times that customer interactions were accepted by agents who belong to this agent group and then released, transferred, or stopped within the short-engagement threshold.
		• **Agent and Queue Dimensions:** The total number of times that customer interactions were distributed or pulled from this queue, accepted by this agent, and then released, transferred, or stopped within the short-engagement threshold.
MEASURE TYPE	**DATA TYPE**	

Disposition	Number	**Notes:**
		• This measure was previously named `Calls Short Talk`.
		• This measure relies on the value of short-engagement (short-talk) as configured:
		  – In the [gim-etl*] section, for the 8.1.0[-] releases.
		  – In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1[+] releases.

ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**

No	Sum	`AG2_AGENT_[*].SHORT`
		`AG2_AGENT_GRP_[*].SHORT`
		`AG2_AGENT_QUEUE_[*].SHORT`

INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	N/A	A_SHORT	Agent Conduct Report

Short

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that customer interactions from this campaign were accepted by this agent and then released, transferred, or stopped within the short-talk threshold.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** This measure relies on the value of the short-talk threshold as configured:
Base		• In the [gim-etl*] section, for the 8.1.0[-] releases.
MEASURE TYPE	**DATA TYPE**	• In the [agg-gim-thld-AGENT-IXN] section, for the 8.1.1[+] releases.
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_AGENT_CAMPAIGN_[*].SHORT`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	A_CA_SHORT	None

Short Abandoned Waiting

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of customer interactions of this business attribute that were aban-doned or dropped for any reason within the threshold while they were waiting for the first handling resource.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		**Notes:**
Logical		• This measure was previously named `Calls Short Abandoned`.
MEASURE TYPE	**DATA TYPE**	• This measure relies on the value of the short-abandoned threshold as configured:
Disposition	Number	– In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		– In the `[agg-gim-thld-ID-IXN]` section, for the 8.1.1$^+$ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_ID_[*].SHORT_ABANDONED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	T_SHORT_ABANDONED	None

Short Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		• **Queue Dimension:** The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-aban-doned threshold.
		The count excludes interactions that were abandoned after distribution.
		Notes:
MEASURE TYPE	**DATA TYPE**	• This measure was previously named `Calls Short Abandoned`.
Disposition	Number	• This measure relies on the value of the short-abandoned threshold as configured:
		– In the `[gim-etl*]` section, for the 8.1.0⁻ releases.
		– In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1$^+$ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ABANDONED_SHORT`
		`AG2_QUEUE_GRP_[*].ABANDONED_SHORT`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_SHORT	Interaction Traffic Group Report
			Queue Outline Report

Short Abandoned Waiting

CLASS Queue\Q Customer & Consults		DESCRIPTION The sum of customer and consult Short Abandoned Waiting measures.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Short Abandoned Waiting and Consult Short Abandoned Waiting Queue measures.	
ALTERNATE? No	**AGG'N FUNCTION** Sum		
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_SHORT_CC	**USED IN REPORT(S)** Queue Outline Report

Short Abandoned Waiting 80

CLASS Business Attribute\BA Customer		DESCRIPTION The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold (defined by the `short-abandon-threshold` Genesys Info Mart configuration option) while they were waiting for the first handling resource. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].SHORT_ABANDONED_80`	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** @T_SHORT_ABANDONED_80	**USED IN REPORT(S)** None

Short Abandoned Waiting 80

CLASS Queue\Q Customer		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base		• **Queue Dimension:** The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. • **Queue Group Dimension:** The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. The count excludes interactions that were abandoned after distribution. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.	
MEASURE TYPE Disposition	**DATA TYPE** Number		

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_QUEUE_[*].ABANDONED_SHORT_80`
		`AG2_QUEUE_GRP_[*].ABANDONED_SHORT_80`	

INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** @Q_ABANDONED_SHORT_80	**USED IN REPORT(S)** None

Short Abandoned Waiting 80

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Short Abandoned Waiting 80 measures.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**
Disposition	Number	Refer to the Short Abandoned Waiting 80 and Consult Short Abandoned Waiting 80
ALTERNATE?	**AGG'N FUNCTION**	Queue measures.
No	Sum	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	Q_ABANDONED_SHORT_CC_80	None

SIT Detected

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (`CALL_RESULT_CODE='SIT_DETECTED'`). A count of either `0` or `1` is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_CAMPAIGN_[*].SIT_DETECTED`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_DETECTED	Contact List Effectiveness

SIT Invalid Number

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (`CALL_RESULT_CODE='SIT_INVALID_NUMBER'`). A count of either `0` or `1` is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_CAMPAIGN_[*].SIT_INVALID_NUM`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_INVALID_NUM	Contact List Effectiveness

SIT No Circuit

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_CAMPAIGN_[*].SIT_NO_CIRCUIT
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** · **USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_NO_CIRCUIT · Contact List Effectiveness

SIT Operator Intercept

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	AG2_CAMPAIGN_[*].SIT_OPER_INTER
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** · **USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_OPER_INTER · Contact List Effectiveness

SIT Ratio

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The ratio of contact attempts that resulted in SIT detection to the total number of contact attempts generated by a specific calling list from this campaign.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
Disposition	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Db delegated	Refer to the All SIT and Attempts Contact Attempt measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** · **USED IN REPORT(S)**
8.0.1	N/A	CA_SIT_RATIO · Contact List Effectiveness

SIT Reorder

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_CAMPAIGN_[*].SIT_REORDER
INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_SIT_REORDER	USED IN REPORT(S) Contact List Effectiveness

SIT Unknown

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_CAMPAIGN_[*].SIT_UNKNOWN
INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_SIT_UNKNOWN	USED IN REPORT(S) Contact List Effectiveness

SIT Vacant

CLASS		DESCRIPTION
Outbound Contact\Contact Attempt		The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this measure's value for each contact attempt.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Disposition	DATA TYPE Number	**Note:** The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration. Refer to the Genesys Outbound Contact documentation set for more information.
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_CAMPAIGN_[*].SIT_VACANT
INTRODUCED IN 8.0.1	DISCONTINUED IN N/A	INTERNAL METRIC ID CA_SIT_VACANT	USED IN REPORT(S) Contact List Effectiveness

Skill Matched

CLASS		DESCRIPTION
Handling Attempt		The count of requested skills that matched the skills that are associated with the IRF resource. This field applies only to IRF rows that represent agent resources. For other resource types, this field's value is null.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT.MATCHED_SKILL_COUNT
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	8.0.0	IRF_MATCHED_SKILL_COUNT	None

Skill Requested

CLASS		DESCRIPTION
Handling Attempt		The count of requested skills during routing to find an appropriate agent.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
MEASURE TYPE	**DATA TYPE**	
Detail		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT.REQUESTED_SKILL_COUNT
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.2	8.0.0	IRF_REQUESTED_SKILL_COUNT	None

Source Customer Engage Time

CLASS		DESCRIPTION
Detail\Transfer		The number of seconds that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction.
AVAILABLE MEDIA TYPES		
All		• For synchronous interactions, this is the time that the agent spent interacting with a customer.
LOGICAL/BASE INTERACTION		• For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer.
Base		
MEASURE TYPE	**DATA TYPE**	This duration excludes consultations and collaborations.
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	N/A	T_IRF_CUSTOMER_ENGAGE_TIME	Transfer Detail Report

Source Customer Hold Time

CLASS		DESCRIPTION
Detail\Transfer		The number of seconds that the agent had the customer on hold. This measure pertains to transfers or conferences that the agent initiated and excludes hold durations that are associated with consultations.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	T_IRF_CUSTOMER_HOLD_TIME / Transfer Detail Report

Source Customer Wrap Time

CLASS		DESCRIPTION
Detail\Transfer		The number of seconds that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent initiated. The duration excludes ACW duration that is associated with received consultations.
AVAILABLE MEDIA TYPES		
Voice		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	T_IRF_CUSTOMER_WRAP_TIME / Transfer Detail Report

Source Queue Time

CLASS		DESCRIPTION
Detail\Transfer		The sum of the durations, in seconds, that initiated transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. This duration includes interactions that were queued for consultation and excludes abandoned-while-queued interactions.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
Base		
MEASURE TYPE	**DATA TYPE**	
Detail	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	INTERACTION_RESOURCE_FACT_GI2.QUEUE_DURATION
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** / **USED IN REPORT(S)**
8.1.1	N/A	T_IRF_QUEUE_DURATION / Transfer Detail Report

Standard Abandoned Waiting

CLASS		DESCRIPTION
Business Attribute\ BA Customer		The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. This measure excludes short-abandoned interactions and abandoned-while-alerting interactions.
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		**Notes:**
LOGICAL/BASE INTERACTION		• This measure was previously named `Standard Abandoned`.
Logical		• This measure relies on the value of the short-abandoned threshold as configured:
MEASURE TYPE	**DATA TYPE**	– In the [`gim-etl*`] section, for the 8.1.0⁻ releases.
Disposition	Number	– In the [`agg-gim-thld-ID-IXN`] section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	Refer to the Abandoned Waiting and Short Abandoned Waiting Business Attribute measures.
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0.0	N/A	T_STANDARD_ABANDONED	None

Standard Abandoned Waiting

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES		
Voice, Chat, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION		
Base		• **Queue Group Dimension:** The total number of customer interactions that entered queues that belong to this queue group 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.
MEASURE TYPE	**DATA TYPE**	**Notes:**
Disposition	Number	• This measure was previously named `Calls Standard Abandoned`.
		• This measure relies on the value of the short-abandoned threshold as configured:
		– In the [`gim-etl*`] section, for the 8.1.0⁻ releases.
		– In the [`agg-gim-thld-QUEUE-IXN`] section, for the 8.1.1⁺ releases.
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	Sum	`AG2_QUEUE_[*].ABANDONED_STANDARD` `AG2_QUEUE_GRP_[*].ABANDONED_STANDARD`
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	Q_ABANDONED_STANDARD	Queue Outline Report

Standard Abandoned Waiting

CLASS		DESCRIPTION	
Queue\Q Customer & Consults		The sum of customer and consult Standard Abandoned Waiting measures.	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	
Disposition	Number	Refer to the Standard Abandoned Waiting and Consult Standard Abandoned Waiting Queue measures.	
ALTERNATE?	**AGG'N FUNCTION**		
No	Sum		
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_ABANDONED_STANDARD_CC	Queue Outline Report

Standard Abandoned Waiting 80

CLASS		DESCRIPTION	
Business Attribute\BA Customer		The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. This measure excludes short-abandoned interactions and abandoned-while-alerting interactions.	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION		**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.	
Logical			
MEASURE TYPE	**DATA TYPE**		
Disposition	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	Refer to the Abandoned Waiting and Short Abandoned Waiting 80 Business Attribute measures.	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	T_STANDARD_ABANDONED_80	None

Standard Abandoned Waiting 80

CLASS		DESCRIPTION	
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES			
Voice, Chat, Open (sync)		• **Queue Dimension:** 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.	
LOGICAL/BASE INTERACTION			
Base		• **Queue Group Dimension:** The total number of customer interactions that entered queues that belong to this queue group 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.	
MEASURE TYPE	**DATA TYPE**		
Disposition	Number	**Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the `[gim-etl*]` section.	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Sum	`AG2_QUEUE_[*].ABANDONED_STANDARD_80` `AG2_QUEUE_GRP_[*].ABANDONED_STANDARD_80`	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.1	9.0 (targeted)	Q_ABANDONED_STANDARD_80	None

Standard Abandoned Waiting 80

CLASS Queue\Q Customer & Consults		**DESCRIPTION** The sum of customer and consult Standard Abandoned Waiting measures.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Standard Abandoned Waiting 80 and Consult Standard Abandoned Waiting 80 Queue measures.	
ALTERNATE? No	**AGG'N FUNCTION** Sum		
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_ABANDONED_STANDARD_CC_80	**USED IN REPORT(S)** None

Standard Abandoned Waiting Time

CLASS Business Attribute\BA Customer		**DESCRIPTION** The total amount of time, in seconds, that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold.	
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure relies on the value of the short-abandoned threshold as configured: • In the `[gim-etl*]` section, for the 8.1.0[-] releases. • In the `[agg-gim-thld-ID-IXN]` section, for the 8.1.1[+] releases.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].ABANDONED_STANDARD_TIME`	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_ABANDONED_STANDARD_TIME	**USED IN REPORT(S)** None

Standard Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		• **Queue Dimension:** 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.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that is associated with interactions that entered queues that belong to this queue group 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.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** • This measure was previously named `Standard Abandoned Time`. • This measure relies on the value of the short-abandoned threshold as configured: – In the `[gim-etl*]` section, for the 8.1.0⁻ releases. – In the `[agg-gim-thld-QUEUE-IXN]` section, for the 8.1.1⁺ releases.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].ABANDONED_STANDARD_TIME` `AG2_QUEUE_GRP_[*].ABANDONED_STANDARD_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABANDONED_STANDARD_TIME **USED IN REPORT(S)** None

Standard Abandoned Waiting Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Standard Abandoned Waiting Time measures.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Standard Abandoned Waiting Time and Consult Standard Abandoned Waiting Time Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABN_STANDARD_TIME_CC **USED IN REPORT(S)** None

Standard Abandoned Waiting Time 80

CLASS Business Attribute\BA Customer		**DESCRIPTION** The total amount of time, in seconds, that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].ABANDONED_STANDARD_TIME_80
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** T_ABANDONED_STANDARD_TIME_80	**USED IN REPORT(S)** None

Standard Abandoned Waiting Time 80

CLASS Queue\Q Customer		**DESCRIPTION** The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** 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. • **Queue Group Dimension:** The total amount of time, in seconds, that is associated with interactions that entered queues that belong to this queue group 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. **Note:** Provided only for backward compatibility, this measure relies on the value of the short-abandoned threshold as configured in the [gim-etl*] section.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].ABANDONED_STANDARD_TIME_80 AG2_QUEUE_GRP_[*].ABANDONED_STANDARD_TIME_80
INTRODUCED IN 8.1.1	**DISCONTINUED IN** 9.0 (targeted)	**INTERNAL METRIC ID** Q_ABANDONED_STANDARD_TIME_80	**USED IN REPORT(S)** None

Standard Abandoned Waiting Time 80

CLASS Queue\Q Customer & Consults		**DESCRIPTION** The sum of customer and consult Standard Abandoned Waiting Time measures.
AVAILABLE MEDIA TYPES Voice, Chat, Open (sync)		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Standard Abandoned Waiting Time 80 and Consult Standard Abandoned Waiting Time 80 Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_ABN_STANDARD_TIME_CC_80	**USED IN REPORT(S)** None

Start Date Time Key

CLASS Agent\Activity		DESCRIPTION This hidden measure is reserved for internal use to employ a key for a particular date and time from the `AG2_AGENT,` `AG2_AGENT_GRP,` or `AG2_AGENT_QUEUE` hierarchies.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE N/A	DATA TYPE Number		

ALTERNATE?
No
	AGG'N FUNCTION
	None
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].DATE_TIME_KEY`
		`AG2_AGENT_GRP[*].DATE_TIME_KEY`
		`AG2_AGENT_QUEUE_[*].DATE_TIME_KEY`	

INTRODUCED IN 8.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_DATE_TIME_KEY	USED IN REPORT(S) None

Start Date Time Key

CLASS Detail\..\Ixn State		DESCRIPTION This hidden measure is reserved for internal use to employ a key for a particular date and time from the `IXN_RESOURCE_STATE_FACT` table.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE N/A	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `IXN_RESOURCE_STATE_FACT_GI2.START_DATE_TIME_KEY`	
INTRODUCED IN 8.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IRSF_START_DATE_TIME_KEY	USED IN REPORT(S) None

Start Date Time Key

CLASS Outbound Contact\Agent Contact		DESCRIPTION This hidden measure is reserved for internal use to employ a key for a particular date and time from the `AG2_AGENT_CAMPAIGN` hierarchy.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE N/A	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION None	DATABASE TABLE.COLUMN `AG2_AGENT_CAMPAIGN_[*].DATE_TIME_KEY`	
INTRODUCED IN 8.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_CA_DATE_TIME_KEY	USED IN REPORT(S) None

Start Date Time Key

CLASS		DESCRIPTION
Business Attribute\BA Customer		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_ID hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_ID_[*].DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
8.0	N/A	T_DATE_TIME_KEY None

Start Date Time Key

CLASS		DESCRIPTION
Detail\Handling Attempt		This hidden measure is reserved for internal use to employ a key for a particular date and time from the INTERACTION_RESOURCE_FACT hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	INTERACTION_RESOURCE_FACT_GI2.START_DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
8.0	N/A	IRF_START_DATE_TIME_KEY None

Start DateTime Key

CLASS		DESCRIPTION
Detail\..\Ixn State		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**INFO MART TABLE.COL.UMN**
No	None	IXN_RESOURCE_STATE_FACT_GI2.START_DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID** **USED IN REPORT(S)**
8.0.0	N/A	IRSF_START_DATE_TIME_KEY None

Start Date Time Key

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_QUEUE_[*].DATE_TIME_KEY AG2_QUEUE_GRP_[*].DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	Q_DATE_TIME_KEY	None

Start Date Time Key

CLASS		DESCRIPTION
Detail\..\Session		This hidden measure is reserved for internal use to employ a key for a particular date and time from the SM_RES_SESSION_FACT table.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	SM_RES_SESSION_FACT_GI2.START_DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	SESS_START_DATE_TIME_KEY	None

Start Date Time Key

CLASS		DESCRIPTION
Detail\..\State		This hidden measure is reserved for internal use to employ a key for a particular date and time from the SM_RES_STATE_FACT table.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	SM_RES_STATE_FACT_GI2.START_DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	STATE_REASON_START_DATE_TIME_KEY	None

Start Date Time Key

CLASS		DESCRIPTION
Agent\..\Summarized State		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_I_SESS_STATE hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_I_SESS_STATE_[*].DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	IA_DATE_TIME_KEY_SESS	None

Start Date Time Key

CLASS		DESCRIPTION
Detail\Transfer		This hidden measure is reserved for internal use to employ a key for a particular date and time from the INTERACTION_RESOURCE_FACT hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	INTERACTION_RESOURCE_FACT_GI2.START_DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	T_IRF_START_DATE_TIME_KEY	None

Start Date Time Key Abn

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ABN hierarchy.
AVAILABLE MEDIA TYPES		
All		
LOGICAL/BASE INTERACTION		
N/A		
MEASURE TYPE	**DATA TYPE**	
N/A	Number	
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**
No	None	AG2_QUEUE_ABN_[*].DATE_TIME_KEY
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.0	N/A	Q_DATE_TIME_KEY_ABN	None

Start Date Time Key Ans

CLASS		DESCRIPTION
Queue\Q Customer		This hidden measure is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ACC_AGENT hierarchy.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE N/A	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** None	**DATABASE TABLE.COLUMN** AG2_QUEUE_ACC_AGENT_[*].DATE_TIME_KEY
INTRODUCED IN 8.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_DATE_TIME_KEY_ANS	**USED IN REPORT(S)** None

Stuck

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES All		• **Queue Dimension:** 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).
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** Interactions can be cleared for other reasons. Refer to the Cleared Queue measure for a listing of these reasons.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].CLEARED_STUCK AG2_QUEUE_GRP_[*].CLEARED_STUCK
INTRODUCED IN 8.0.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_CLEARED_STUCK	**USED IN REPORT(S)** Queue Outline Report

Stuck

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Stuck measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** Refer to the Stuck and Consult Stuck Queue measures.
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_STUCK_CC	**USED IN REPORT(S)** Queue Outline Report

Target Customer Engage Time

CLASS Detail\Transfer		DESCRIPTION The number of seconds that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RES_FACT_RCV_GI2.CUSTOMER_TALK_DURATION	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID T_IRF_RCV_CUSTOMER_TALK_DURATION	USED IN REPORT(S) Transfer Detail Report

Target Customer Hold Time

CLASS Detail\Transfer		DESCRIPTION The number of seconds that the agent had the customer on hold. This measure pertains to transfers or conferences that the agent received and excludes hold durations that are associated with consultations.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RES_FACT_RCV_GI2.CUSTOMER_HOLD_DURATION	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID T_IRF_RCV_CUSTOMER_HOLD_DURATION	USED IN REPORT(S) Transfer Detail Report

Target Customer Wrap Time

CLASS Detail\Transfer		DESCRIPTION The number of seconds that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN INTERACTION_RES_FACT_RCV_GI2.CUSTOMER_ACW_DURATION	
INTRODUCED IN 8.1.1	DISCONTINUED IN N/A	INTERNAL METRIC ID T_IRF_RCV_CUSTOMER_ACW_DURATION	USED IN REPORT(S) Transfer Detail Report

Target Queue Time

CLASS		DESCRIPTION	
Detail\Transfer		The sum of the durations, in seconds, that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** INTERACTION_RES_FACT_RCV.QUEUE_DURATION	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_IRF_RCV_QUEUE_DURATION	**USED IN REPORT(S)** Transfer Detail Report

Thread Responded

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Thread		• **Agent Dimension:** The total number of customer-interaction threads for which a first-time response was created by this agent.	
		• **Agent Group Dimension:** The total number of customer-interaction threads for which a first-time response was created by agents, who belong to this agent group.	
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of customer-interaction threads that were distributed from this queue for which a first-time response was created by this agent. This measure includes an agent's first participation in outbound replies to inbound interactions.	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_[*].RESPONDED_THREAD AG2_AGENT_GRP_[*].RESPONDED_THREAD AG2_AGENT_QUEUE_[*].RESPONDED_THREAD	
INTRODUCED IN 8.1.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_RESPONDED_THREAD	**USED IN REPORT(S)** None

Total Duration

CLASS		DESCRIPTION	
Detail\Handling Attempt		The total duration, in seconds, of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This measure excludes alert duration, received consultations, and received collaborations.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Detail	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** `INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION +`	
ALTERNATE? No	**AGG'N FUNCTION** Sum	`INTERACTION_RESOURCE_FACT_GI2.TALK_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.HOLD_DURATION +` `INTERACTION_RESOURCE_FACT_GI2.AFTER_CALL_WORK_DURATION`	
INTRODUCED IN 7.6.2	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IRF_TIME	**USED IN REPORT(S)** Interaction Handling Attempt Report

Transfer Initiated

CLASS		DESCRIPTION	
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:	
AVAILABLE MEDIA TYPES All		• **Agent Dimension:** The total number of times that this agent transferred customer interactions.	
		• **Agent Group Dimension:** The total number of times that agents, who belong to this agent group, transferred customer interactions.	
		• **Agent and Queue Dimension:** The total number of times that this agent transferred customer interactions that were distributed or pulled from this queue.	
		Notes: • Both warm and blind transfers are reflected in this measure. • This measure was previously named `Calls Transferred`.	
LOGICAL/BASE INTERACTION Base		**DATABASE TABLE.COLUMN** `AG2_AGENT_[*].TRANSFER_INIT_AGENT` `AG2_AGENT_GRP_[*].TRANSFER_INIT_AGENT` `AG2_AGENT_QUEUE_[*].TRANSFER_INIT_AGENT`	
MEASURE TYPE Disposition	**DATA TYPE** Number	**INTERNAL METRIC ID** A_TRANSFER_INIT_AGENT	**USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report
ALTERNATE? No	**AGG'N FUNCTION** Sum		Agent Group Interaction Handling Report Agent Group Queue Business Attribute Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Agent Group Service Type Report Agent Utilization Report

Transfer Initiated

CLASS Outbound Contact\Agent Contact		**DESCRIPTION** The total number of customer interactions that are associated with this campaign that this agent transferred. Both warm and blind transfers are reflected in this measure.		
AVAILABLE MEDIA TYPES Voice				
LOGICAL/BASE INTERACTION Base				
MEASURE TYPE Disposition	**DATA TYPE** Number			
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].TRANSFER_INIT_AGENT		
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_TRANSFER_INIT_AGENT		**USED IN REPORT(S)** None

Transfer Initiated Agent

CLASS Business Attribute\BA Customer		**DESCRIPTION** The total number of customer interactions of this business attribute that agents transferred. **Notes:** • Both warm and blind transfers are reflected in this measure. • This measure was previously named `Calls Transferred Agent`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Logical			
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** AG2_ID_[*].TRANSFER_INIT_AGENT	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**INTERNAL METRIC ID** T_TRANSFER_INIT_AGENT	**USED IN REPORT(S)** Interaction Volume Business Result Report Interaction Volume Customer Segment Report
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A		Interaction Volume Service Type Report Interaction Volume Service Subtype Report

Transfer Initiated Agent

CLASS Queue\Q Customer		**DESCRIPTION** The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total number of times that agents transferred customer interactions that were distributed or pulled from this queue. • **Queue Group Dimension:** The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group. **Notes:** • Both warm and blind transfers are reflected in this measure. • This measure was previously named `Calls Transferred Agent`.	
AVAILABLE MEDIA TYPES All			
LOGICAL/BASE INTERACTION Base			
MEASURE TYPE Disposition	**DATA TYPE** Number		
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].TRANSFER_INIT_AGENT AG2_QUEUE_GRP_[*].TRANSFER_INIT_AGENT	
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_TRANSFER_INIT_AGENT	**USED IN REPORT(S)** Queue Summary Report

Transfer Initiated Agent

CLASS Queue\Q Customer & Consults		DESCRIPTION The sum of customer and consult Transfer Initiated Agent measures.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	DATA TYPE Number	DATABASE TABLE.COLUMN Refer to the Transfer Initiated Agent and Consult Transfer Initiated Agent Queue measures.
ALTERNATE? No	AGG'N FUNCTION Sum	
INTRODUCED IN 8.1.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_TRANSFER_INIT_AGENT_CC	USED IN REPORT(S) None

Transfer Received Accepted

CLASS Agent\Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: • **Agent Dimension:** The total number of times that this agent received customer interactions that were successfully transferred to the agent. • **Agent Group Dimension:** The total number of times that agents who belong to this agent group, received customer interactions that were successfully transferred to the agents. • **Agent and Queue Dimensions:** The total number of times that this agent received customer interactions that were distributed or pulled from this queue that were successfully transferred to the agent. **Note:** Both warm and blind transfers are reflected in this measure.
AVAILABLE MEDIA TYPES All		

LOGICAL/BASE INTERACTION
Base
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].XFER_RECEIVED_ACCEPTED`
		`AG2_AGENT_GRP_[*].XFER_RECEIVED_ACCEPTED`
		`AG2_AGENT_QUEUE_[*].XFER_RECEIVED_ACCEPTED`

MEASURE TYPE Disposition	DATA TYPE Number	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_XFER_RECEIVED_ACCEPTED	USED IN REPORT(S) Agent Group Interaction Handling Report Agent Group Queue Business Attribute Report
INTRODUCED IN 8.0.0	DISCONTINUED IN N/A		

Unknown State Time

CLASS Agent\..\Summarized State		**DESCRIPTION** The total amount of time, in seconds, that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.
AVAILABLE MEDIA TYPES All		
LOGICAL/BASE INTERACTION N/A		
MEASURE TYPE Interval	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Db delegated	**DATABASE TABLE.COLUMN** Refer to the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State measures.
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** IA_UNKNOWN_STATE_TIME	**USED IN REPORT(S)** Agent Summary Activity Report

Wrap

CLASS Agent\Activity		**DESCRIPTION** The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The total number of times that this agent was in ACW (Wrap) state for customer interactions that the agent received.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total number of times that agents who belong to this agent group were in ACW state for customer interactions that the agents received.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interactions for which ACW was invoked. **Note:** This measure was previously named `ACW`.

ALTERNATE?
No
	AGG'N FUNCTION
	Sum
		DATABASE TABLE.COLUMN
		`AG2_AGENT_[*].WRAP`
		`AG2_AGENT_GRP_[*].WRAP`
		`AG2_AGENT_QUEUE_[*].WRAP`

INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_WRAP	**USED IN REPORT(S)** None

Wrap

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total number of times that agents entered ACW (Wrap) state for customer interactions that this agent received and that were associated with this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_AGENT_CAMPAIGN_[*].WRAP
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_WRAP	**USED IN REPORT(S)** None

Wrap

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total number of times that agents entered ACW (Wrap) state for customer interactions that the agents received of this business attribute. **Note:** This measure was previously named ACW.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_ID_[*].WRAP
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_WRAP	**USED IN REPORT(S)** None

Wrap

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: • **Queue Dimension:** The total number of times that agents entered or were in ACW (Wrap) state upon handling customer interactions that were distributed from this queue. • **Queue Group Dimension:** The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group. **Note:** This measure was previously named ACW.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** AG2_QUEUE_[*].WRAP AG2_QUEUE_GRP_[*].WRAP
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_WRAP	**USED IN REPORT(S)** None

Wrap

CLASS		DESCRIPTION	
Queue\Q Customer & Consults		The sum of customer and consult Wrap measures.	
AVAILABLE MEDIA TYPES			
Voice			
LOGICAL/BASE INTERACTION			
Base			
MEASURE TYPE	**DATA TYPE**	**DATABASE TABLE.COLUMN**	
Disposition	Number	Refer to the Wrap, Consult Received Wrap, and Consult Received Warm Wrap Queue measures.	
ALTERNATE?	**AGG'N FUNCTION**		
No	Sum		
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
8.1.0	N/A	Q_WRAP_CC	None

Wrap

CLASS		DESCRIPTION	
Agent\..\Summarized State		The total number of times within the interval that this agent was in ACW (Wrap) state.	
AVAILABLE MEDIA TYPES			
Voice		**Note:** This measure and was previously named ACW.	
LOGICAL/BASE INTERACTION			
N/A			
MEASURE TYPE	**DATA TYPE**		
Interval	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	AG2_I_SESS_STATE_[*].WRAP	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_WRAP	None

Wrap In

CLASS		DESCRIPTION	
Agent\..\Interaction State		The total number of times that this agent received customer calls while in ACW (Wrap) state.	
AVAILABLE MEDIA TYPES			
Voice		**Note:** This measure was previously named ACW InCall.	
LOGICAL/BASE INTERACTION			
MEASURE TYPE	**DATA TYPE**		
Interval	Number		
ALTERNATE?	**AGG'N FUNCTION**	**DATABASE TABLE.COLUMN**	
No	Db delegated	AG2_I_AGENT_[*].WRAP_IN	
INTRODUCED IN	**DISCONTINUED IN**	**INTERNAL METRIC ID**	**USED IN REPORT(S)**
7.6.0	N/A	IA_WRAP_IN	Agent Wrap Report

Wrap In Time

CLASS Agent\..\Interaction State		DESCRIPTION The total amount of time, in seconds, that this agent spent handling customer calls that the agent answered while in ACW (Wrap) state. This duration includes alert (ring) time, hold time, and time of engagement. **Note:** This measure was previously named ACW InCall Time.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_I_AGENT_[*].WRAP_IN_TIME	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_WRAP_IN_TIME	USED IN REPORT(S) Agent Wrap Report

Wrap Out

CLASS Agent\..\Interaction State		DESCRIPTION The total number of times that this agent placed calls while in ACW (Wrap) state. Consultations that the agent participated in while in ACW state are excluded from this measure. **Note:** This measure was previously named ACW OutCall.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN AG2_I_AGENT_[*].WRAP_OUT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_WRAP_OUT	USED IN REPORT(S) Agent Wrap Report

Wrap Out Time

CLASS Agent\..\Interaction State		DESCRIPTION The total amount of time, in seconds, that this agent spent handling internal or outbound interactions that the agent initiated while in ACW (Wrap) state. This duration includes dial time, hold time, and time of engagement and excludes consultations that the agent participated in while in ACW state. **Note:** This measure was previously named ACW OutCallTime.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Sum	DATABASE TABLE.COLUMN AG2_I_AGENT_[*].WRAP_OUT_TIME	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_WRAP_OUT_TIME	USED IN REPORT(S) Agent Wrap Report

Wrap Time

CLASS		DESCRIPTION
Agent\Activity		The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Agent Dimension:** The total amount of time, in seconds, that this agent was in ACW (Wrap) state for customer interactions that the agent received.
LOGICAL/BASE INTERACTION Base		• **Agent Group Dimension:** The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for customer interactions that the agents received.
MEASURE TYPE Disposition	**DATA TYPE** Number	• **Agent and Queue Dimensions:** The total amount of time, in seconds, that this agent was in ACW state for customer interactions that the agent received from this queue. This measure is attributed to the interval in which the agent was offered the interaction for which ACW was invoked. **Note:** This measure was previously named `ACW Time`.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_[*].WRAP_TIME` `AG2_AGENT_GRP_[*].WRAP_TIME` `AG2_AGENT_QUEUE_[*].WRAP_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** A_WRAP_TIME **USED IN REPORT(S)** Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report Agent Queue Report

Wrap Time

CLASS		DESCRIPTION
Outbound Contact\Agent Contact		The total amount of time, in seconds, that this agent spent in ACW (Wrap) state for customer interactions that the agent received and that were associated with this campaign.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_AGENT_CAMPAIGN_[*].WRAP_TIME`
INTRODUCED IN 8.0.1	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** CA_WRAP_TIME **USED IN REPORT(S)** Agent Outbound Campaign Report

Wrap Time

CLASS		DESCRIPTION
Business Attribute\BA Customer		The total amount of time, in seconds, that resources spent in ACW (Wrap) state for customer interactions that were received of this business attribute.
AVAILABLE MEDIA TYPES Voice		**Note:** This measure was previously named `ACW Time`.
LOGICAL/BASE INTERACTION Logical		
MEASURE TYPE Disposition	**DATA TYPE** Number	
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_ID_[*].WRAP_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** T_WRAP_TIME	**USED IN REPORT(S)** None

Wrap Time

CLASS		DESCRIPTION
Queue\Q Customer		The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:
AVAILABLE MEDIA TYPES Voice		• **Queue Dimension:** The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from this queue.
LOGICAL/BASE INTERACTION Base		• **Queue Group Dimension:** The total amount of time, in seconds, that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.
MEASURE TYPE Disposition	**DATA TYPE** Number	**Note:** This measure was previously named `ACW Time`.
ALTERNATE? No	**AGG'N FUNCTION** Sum	**DATABASE TABLE.COLUMN** `AG2_QUEUE_[*].WRAP_TIME` `AG2_QUEUE_GRP_[*].WRAP_TIME`
INTRODUCED IN 7.6.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_WRAP_TIME	**USED IN REPORT(S)** Queue Summary Report

Wrap Time

CLASS		DESCRIPTION
Queue\Q Customer & Consults		The sum of customer and consult Wrap Time measures.
AVAILABLE MEDIA TYPES Voice		
LOGICAL/BASE INTERACTION Base		
MEASURE TYPE Disposition	**DATA TYPE** Number	**DATABASE TABLE.COLUMN** Refer to the Wrap Time, Consult Received Wrap Time, and Consult Received Warm Wrap Time Queue measures.
ALTERNATE? No	**AGG'N FUNCTION** Sum	
INTRODUCED IN 8.1.0	**DISCONTINUED IN** N/A	**INTERNAL METRIC ID** Q_WRAP_TIME_CC	**USED IN REPORT(S)** None

Wrap Time

CLASS Agent\..\Summarized State		DESCRIPTION The total amount of time, in seconds, within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction. **Note:** This measure was previously named ACW Time.	
AVAILABLE MEDIA TYPES Voice			
LOGICAL/BASE INTERACTION N/A			
MEASURE TYPE Interval	DATA TYPE Number		
ALTERNATE? No	AGG'N FUNCTION Db delegated	DATABASE TABLE.COLUMN AG2_I_SESS_STATE_[*].WRAP_TIME	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID IA_WRAP_TIME	USED IN REPORT(S) Agent Summary Activity Report Agent Wrap Report

Appendix

A

Dictionary of Data Elements

A more comprehensive dictionary of contact center expressions and acronyms is provided in the *Genesys Technical Publications Glossary.*

abandoned call	A call where the customer hangs up, or where the customer's line is dropped for whatever reason while the interaction: • Is at the queue. • Has been diverted from the queue but has not been answered. • Is ringing at the agent's desktop but has not been answered. Interactions where the line drops for any reason, after a connection with a contact center handling resource is established, are not considered to be abandoned.
abandoned while ringing	Abandoned while ringing interactions include those for which the customer drops the line while the interaction is ringing at the agent's desktop but has not been answered.
accepted	Accepted, answered, pulled, or initiated by a handling resource.
ACD queue	Automatic Call Distributor queue
actionability	An attribute of interactions that measures the degree to which interactions require agent attention. The value of this attribute is obtained via attached data that is provided by the Social Messaging Server, a component of Genesys eServices.

ACW	The acronym for after-call work or after-call wrap-up.
	The time that an agent spends completing an interaction after it is disconnected. This is represented by the length of time that the associated DN is in ACW state. This state occurs when the EventAgentNotReady TEvent is received at the agent's DN with a work mode attribute of Wrap. After-call work can be either associated with a call or not. Call-related ACW results when the agent enters ACW state before disconnecting, or before the expiration of a configured time period after disconnecting.
	Whether Wrap measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart database. Refer to the *Interaction Concentrator 8.0 Deployment Guide* for information about the `gls-enable-acw-busy` configuration option.
agent	A `Person` object configured in Configuration Server. Whether the `IsAgent` field is marked is irrelevant for reporting purposes.
agent's DN	Any of a place's directory numbers (DNs) that are associated with an agent in Configuration Server.
alerting	A media-neutral state that indicates that a signal was sent to a target to indicate an incoming interaction. For the `voice` media type, alerting is synonymous with ringing.
AnsweredByAgent	The technical-result reason that is reported when a configured Person object can be associated with the target's DN on which the interaction was accepted, answered, pulled, or initiated. Cases in which a `Person` object cannot be associated with the target's DN are reported as `AnsweredByOther`.
asynchronous media	A media type that does not involve a connected session between two or more parties.
biar	The acronym for Business Intelligence Archive Resource. The `insights.biar` file stores the Interactive Insights universe, users, user groups, folders, and reports.
blind transfer	See *cold transfer*.
business attribute	The classification of interactions by using predefined objects, each of which have a specific value within a range of values. In Configuration Server, this expression encompasses over a dozen types of business-related attributes including Contact Attributes, Case ID, and Language. Use of this expression within Interactive Insights, however, restricts the definition to one or more of the following:
	• Business Results • Customer Segment • Service Type • Service Subtype
call-related ACW	See *ACW*.
cold transfer	An agent immediately transfers an interaction to another agent without communicating first with that agent. Also known as a *blind transfer.*
collaboration	Also known as a simple consult interaction in a multimedia environment. See also *simple consult interaction*.
conference call	The connection of three or more people into one phone conversation.

connected media	Media types where an agent and customer are actively engaged in the same interaction. Genesys Interactive Insights release 8.0 recognizes voice and chat sessions as connected media. E-mail is an example of an unconnected media type. Also referred to as online media.
consult interaction	An interaction which is created as a result of an associated interaction with the customer in which two agents or more participate simultaneously. Note that the customer is not associated with this consult interaction; the customer is associated with parent interaction.
CPD Server	Call Progress Detection Server
CRM	The acronym for Customer Relationship Management.
customer interaction	A contact center activity that involves a request for information by "the customer". • For interactions entering the contact center from unmonitored devices (Inbound interactions), the customer is the originating party who exists outside the contact center. • For interactions initiated from monitored devices within the contact center where the receiving party exists outside the contact center (Outbound interactions), the customer is the unmonitored party. • For interactions where both the originating and receiving parties are monitored by the contact center, the customer is the originating party.
database-delegated measure	A metric for which the Business Objects `Database Delegated` aggregate function is set in the measure's properties. When you refresh a Web Intelligence report, the aggregation of a database-delegated measure performed by the database server.
dialing	Indicates that a dialing event has been sent to the switch. Dial time excludes the duration of call initiation which is measured from the moment the telephony device goes off-hook until the dialing event is sent. Dialing applies only to voice media.
distributed	Distribution includes any of the following: • Distributed to another queue • Distributed to an unmonitored resource • Answered • Redirected upon no answer • Abandoned by the customer while ringing at an agent's DN
engage	For connected media, this includes talk sessions (voice) and chat sessions. For disconnected media (e-mail), this includes reading and writing e-mail.
established interaction	Within the realm of contact center operations, an interaction involving, at minimum, two connected parties, one (or more) of which being a handling resource. Established interactions exclude the following: • Interactions that alerted at a self-service IVR or rang at an agent resource before they were abandoned or stopped for any reason. • Interactions that were redirected upon no answer.
GA	The acronym for Generally Available.

held call	A voice interaction that an agent temporarily leaves without disconnecting the line. Held calls can be placed on hold *explicitly,* such as when the agent presses (or clicks) the Hold button, or *indirectly,* such as when the agent initiates a consult interaction or answers another call on a multiline device without first pressing the Hold button. Line held calls can be retrieved from hold by any agent with a voice device that shows the held call, whereas exclusively held calls can be retrieved only from the device that initiated the hold. Unless it is otherwise indicated in this guide, the expressions *hold* and *held call* refer to interactions that were placed on hold either explicitly or indirectly, and that can be retrieved only by the telephone device from which the interaction was placed on hold.
inbound consult call	A consult interaction that is associated with an inbound call.
influence	A numerical representation of the customer's ability to drive action using social networks, such as Twitter and Facebook, as measured by Klout, Inc. and delivered using attached data by the Genesys Social Messaging Server. The Klout Score ranges from 1–100, where 1 indicates the least amount of influence and 100 indicates the greatest. Refer to `http://klout.com` for additional information.
IRF	A record in the `INTERACTION_RESOURCE_FACT` table.
IRF resource	The resource that is associated with a specific record in the `INTERACTION_RESOURCE_FACT` table.
line hold	See *held call.*
mediation DN	An ACD queue, virtual queue, routing point, virtual routing point, workbin, or interaction queue.
nonagent	Anything that can alert and establish (connect), but for which no `Person` object can be associated; for example, IVR ports, voice-treatment ports, and any DN. A nonagent cannot be a mediation DN, such as a queue or routing point.
queues	ACD-associated points at which interactions wait for a network resource.
RPC	The acronym for right person contacted.
resource	Any contact center object that can receive and process interactions, including queues, agents, IVR ports, and routing ports.
RONA	The acronym for Redirected on No Answer. The situation in which an interaction gets distributed from a virtual queue and is then redirected at the first target. Redirection is also possible at the switch level for some T-Server types. RONA does not include this redirection.
sentiment	An attribute of an interaction that reflects the attitude that customers expressed about their experience. The value of this attribute is obtained via attached data that is provided by the Social Messaging Server, a component of Genesys eServices.
short abandon call	A voice interaction that the customer drops, for any reason, inside of a minimum configured threshold of time and while the interaction is still at a mediation DN, before it is offered to a resource that can answer or accept the interaction.
simple consult interaction	An interaction that begins and ends in consult and does not result in a transfer to or conference to another party. Simple consult measures include consultations/collaborations that are directly associated with customer interactions as well as those that ensue after the customer has left the conversation. Also *simple consultation*.
SIT	The acronym for Special Information Tone

SLA	The acronym for Service-Level Agreement
smart measure	See *database-delegated measure*.
standard abandoned call	A voice interaction that the customer drops, for any reason, after the expiration of a minimum configured threshold of time and while the interaction is within a queue, virtual queue, or routing point. This expression excludes those interactions that are abandoned after they are distributed from the mediation DN object and before they could be answered by a resource (which is known as abandoned while ringing). Genesys software recognizes such interactions that surpass this threshold as truly abandoned interactions. Dropped interactions that do not last for this threshold of time are considered short abandoned interactions.
stuck calls	A classification of interactions that involves missynchronization between two or more interdependent contact center components (such as T-Server and the switch, Stat Server and T-Server, or the Genesys Router and Stat Server).
target	An entity that can receive a call.
transfer	A system feature that enables moving an interaction from one extension to another. See also *warm transfer* and *cold transfer*.
warm consult interaction	Also *warm consultation*. A customer interaction that begins in consult and is transferred to or conferenced with another contact center resource. This concept currently applies only to agent activity (including measures from the Agent Contact class) and queue-related measures. Warm consult measures include conferences where the customer leaves the interaction and internal contact center interactions where the initiating agent transfers the interaction to other contact center resources.
warm transfer	Reflects that an agent communicates with another agent before transferring an interaction to that agent.
Wrap	A media-neutral state (ACW [aftercall work] in voice). The Wrap state is not recognized by the Multimedia Interaction Server.
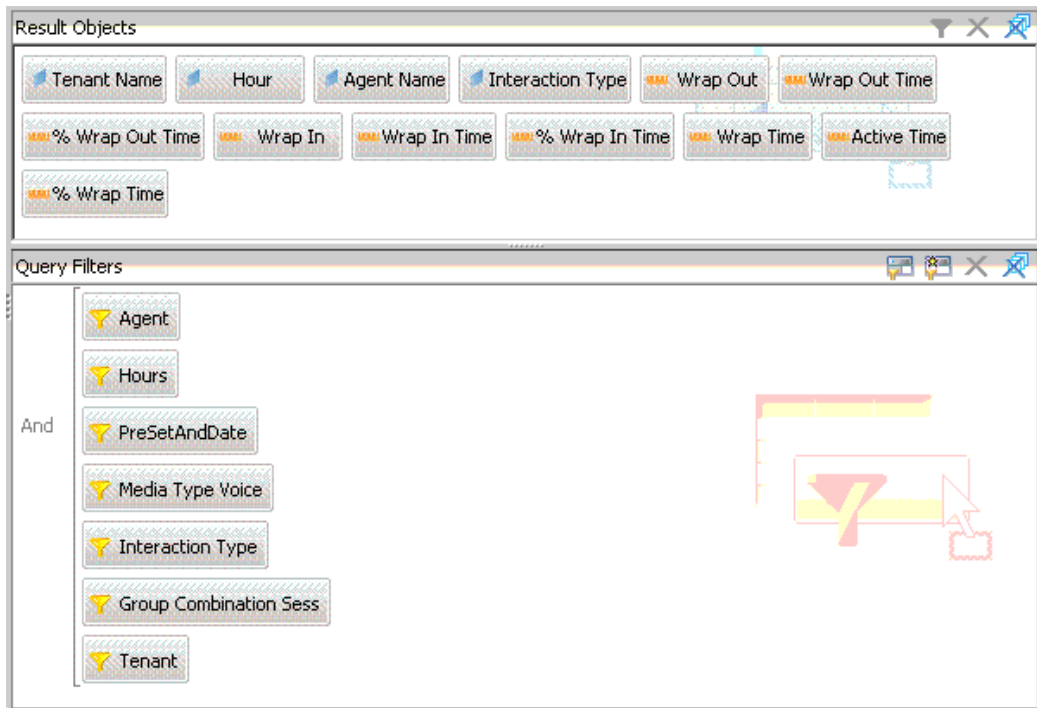
B Interactive Insights Report Queries

This chapter provides an example of a generated query for the Agent Wrap Interactive Insights report. You can study this example to better understand the data that each Interactive Insights report retrieves, and you can use it as a reference for creating your own reports. Please note that this query was automatically generated by Web Intelligence. The actual query that is used by this report might differ slightly when it is run and depending on how Interactive Insights and the supporting Genesys applications are configured in your environment. Use this report query only for reference as it might not be precise for all 8.1.x releases of Interactive Insights.

Agent Wrap Report Query

Figure 10 depicts the universe dimensions, measures, and filters that are used in the construction of the Agent Wrap Report.

Figure 10: Universe Objects of the Agent Wrap Report

From these elements, Web Intelligence generates the query in the following section and issues it against the Info Mart database when the report is refreshed and run.

Generated SQL Statement for the Agent Wrap Report

```
SELECT DISTINCT TENANT.TENANT_NAME        ,
    DATE_TIME.LABEL_YYYY_MM_DD_HH24       ,
    RESOURCE_GI2.AGENT_NAME               ,
    INTERACTION_TYPE_GI2.INTERACTION_TYPE,
    SUM(AG2_I_AGENT_HOUR.WRAP_OUT)        ,
    SUM(AG2_I_AGENT_HOUR.WRAP_OUT_TIME)   ,
    CASE
        WHEN
            ( SUM(AG2_I_SESS_STATE_HOUR.WRAP_TIME) ) <> 0
        THEN 1.0 * ( SUM(AG2_I_AGENT_HOUR.WRAP_OUT_TIME) ) /
            ( SUM (AG2_I_SESS_STATE_HOUR.WRAP_TIME) )
        ELSE 0
    END                                   ,
    SUM(AG2_I_AGENT_HOUR.WRAP_IN)         ,
    SUM(AG2_I_AGENT_HOUR.WRAP_IN_TIME),
    CASE
        WHEN
            ( SUM(AG2_I_SESS_STATE_HOUR.WRAP_TIME) ) <> 0
        THEN 1.0 * ( SUM(AG2_I_AGENT_HOUR.WRAP_IN_TIME) ) /
            ( SUM (AG2_I_SESS_STATE_HOUR.WRAP_TIME) )
```

```
                    ELSE 0
            END                                  ,
            SUM(AG2_I_SESS_STATE_HOUR.WRAP_TIME)   ,
            SUM(AG2_I_SESS_STATE_HOUR.ACTIVE_TIME),
            CASE
                WHEN
                    ( SUM(AG2_I_SESS_STATE_HOUR.ACTIVE_TIME) ) <> 0
                THEN 1.0 *( SUM(AG2_I_SESS_STATE_HOUR.WRAP_TIME) )/
                    ( SUM (AG2_I_SESS_STATE_HOUR.ACTIVE_TIME) )
                ELSE 0
            END
    FROM INTERACTION_TYPE_GI2
        RIGHT OUTER JOIN AG2_I_AGENT_HOUR
        ON  (AG2_I_AGENT_HOUR.INTERACTION_TYPE_KEY=
                INTERACTION_TYPE_GI2.INTERACTION_TYPE_KEY )
        RIGHT OUTER JOIN AG2_I_SESS_STATE_HOUR
        ON  (AG2_I_SESS_STATE_HOUR.DATE_TIME_KEY =
                AG2_I_AGENT_HOUR.DATE_TIME_KEY
            AND AG2_I_SESS_STATE_HOUR.TENANT_KEY =
                AG2_I_AGENT_HOUR.TENANT_KEY
            AND AG2_I_SESS_STATE_HOUR.MEDIA_TYPE_KEY =
                AG2_I_AGENT_HOUR.MEDIA_TYPE_KEY
            AND AG2_I_SESS_STATE_HOUR.RESOURCE_KEY =
                AG2_I_AGENT_HOUR.RESOURCE_KEY
            AND AG2_I_SESS_STATE_HOUR.GROUP_COMBINATION_KEY=
                AG2_I_AGENT_HOUR.GROUP_COMBINATION_KEY )
        INNER JOIN MEDIA_TYPE
        ON  (AG2_I_SESS_STATE_HOUR.MEDIA_TYPE_KEY=MEDIA_TYPE.MEDIA_TYPE_KEY)
        INNER JOIN RESOURCE_GI2
        ON  (AG2_I_SESS_STATE_HOUR.RESOURCE_KEY=RESOURCE_GI2.RESOURCE_KEY)
        INNER JOIN TENANT
        ON  (AG2_I_SESS_STATE_HOUR.TENANT_KEY=TENANT.TENANT_KEY)
        INNER JOIN DATE_TIME
        ON  (AG2_I_SESS_STATE_HOUR.DATE_TIME_KEY=DATE_TIME.DATE_TIME_KEY)
    WHERE (
            ( RESOURCE_GI2.RESOURCE_TYPE_CODE='AGENT' ) )
    AND
        (
            (
                (
                    RESOURCE_GI2.RESOURCE_TYPE_CODE='AGENT'
                AND
                    (
                        ( RESOURCE_GI2.AGENT_NAME  ) IN @Prompt('Agent:','A',
                        'Activity\Agent Name',Multi,Constrained,Persistent,
                        {'ALL'},USER:10)  OR  'ALL' IN @Variable('Agent:')
                    )
                )
            )
        AND
            (
```

```
                                DATE_TIME.CAL_HOUR_24_NUM_IN_DAY BETWEEN
                                @Prompt('From Hour:','N','Time\Hour',Mono,Constrained,
                                Persistent,{'0'},USER:5) AND @Prompt ('To Hour:','N',
                                'Time\Hour',Mono,Constrained,Persistent,{'24'},USER:6)
                            )
                        AND
                            (
                                (
                                    (
                                        'None'=@Prompt('Pre-set Day Filter:','C','Time\Day Date
                                         Range',Mono,Constrained,Persistent,{'Today'},
                                         USER:1)
                                    AND
                                        ( AG2_I_SESS_STATE_HOUR.DATE_TIME_KEY ) >=
                                        (SELECT MIN(DATE_TIME_DAY_KEY)
                                        FROM DATE_TIME
                                        WHERE CAL_DATE IN
                                            (SELECT MAX(CAL_DATE)
                                            FROM DATE_TIME
                                            WHERE CAL_DATE<= @Prompt('Report Date:','D',,Mono,
                                            Free,Persistent,{'1/6/2012 12:00:00 AM'},USER:2) )
                                        )
                                    AND
                                        ( AG2_I_SESS_STATE_HOUR.DATE_TIME_KEY ) <
                                        (SELECT MIN(DATE_TIME_NEXT_DAY_KEY)
                                        FROM DATE_TIME
                                        WHERE CAL_DATE IN
                                            (SELECT MAX(CAL_DATE)
                                            FROM DATE_TIME
                                            WHERE CAL_DATE<= @Variable('Report Date:') )
                                        )
                                )
                            OR
                                (
                                    'None'<>@Variable('Pre-set Day Filter:')
                                AND
                                    ( AG2_I_SESS_STATE_HOUR.DATE_TIME_KEY )
                                    BETWEEN
                                        ( SELECT RANGE_START_KEY
                                        FROM RELATIVE_RANGE
                                        WHERE RANGE_NAME=@Variable('Pre-set Day Filter:')
                                            )
                                    AND
                                    ( SELECT RANGE_END_KEY-1
                                        FROM RELATIVE_RANGE
                                        WHERE RANGE_NAME=@Variable('Pre-set Day Filter:')
                                    )
                                )
                            )
                        )
                    AND
```

```
                        ( MEDIA_TYPE.MEDIA_NAME_CODE='VOICE' )
            AND
                (
                    ( INTERACTION_TYPE_GI2.INTERACTION_TYPE )
                    IN @Prompt('Interaction Type:','A','Activity\Interaction Type',
                    Multi,Constrained,Persistent,{'ALL'},USER:19)
                OR  'ALL' IN @Variable('Interaction Type:')
                )
            AND
                (
                    'ALL' IN @Prompt('Agent Group:','A','State and Reason\Agent
                    Group',Multi,Constrained,Persistent,{'ALL'},USER:9)
                OR
                    ( AG2_I_SESS_STATE_HOUR.GROUP_COMBINATION_KEY )
                    IN
                    (SELECT RESOURCE_GROUP_COMBINATION.GROUP_COMBINATION_KEY
                    FROM RESOURCE_GROUP_COMBINATION, GROUP_
                    WHERE GROUP_.GROUP_KEY=RESOURCE_GROUP_COMBINATION.GROUP_KEY
                    AND GROUP_.GROUP_TYPE_CODE IN ('AGENT','UNKNOWN','NO_VALUE')
                    AND GROUP_.GROUP_NAME IN @Variable('Agent Group:')
                    )
                )
            AND
                (
                    (
                        (
                            TENANT.TENANT_NAME
                        )
                        IN @Prompt('Tenant:','A','Service Objects\Tenant
Name',Multi,
                        Constrained,Persistent,{'ALL'},USER:20)
                    )
                OR  'ALL' IN @Variable('Tenant:')
                )
            )
        GROUP BY TENANT.TENANT_NAME          ,
            DATE_TIME.LABEL_YYYY_MM_DD_HH24,
            RESOURCE_GI2.AGENT_NAME          ,
            INTERACTION_TYPE_GI2.INTERACTION_TYPE ;
```

C Reports to Aggregation Tables Matrix

The following tables map the aggregation tables that are used by each Interactive Insights report. The reports reference other dimension and fact tables that are not included in the matrix. If you do not need some of these reports, you can elect not to have the Genesys Info Mart Server populate them by setting configuration options accordingly. Refer to the table in the *Genesys Interactive Insights 8.1 Deployment Guide* for an aggregation-options matrix that shows which options control data population of which tables.

Table 1: Mapping of Interactive Insights Reports to Aggregation Tables

Interactive Insights Report	AG2_AGENT_QUEUE_[S,H,D,M]	AG2_I_AGENT_[S,H,D,M]	AG2_I_SESS_STATE_[S,H,D,M]	AG2_I_STATE_RSN_[S,H,D,M]	AG2_AGENT_[S,H,D,M]	AG2_AGENT_GRP_[S,H,D,M]	AG2_ID_[S,H,D,M]	AG2_QUEUE_[S,H,D,M]	AG2_QUEUE_ABN_[S,H,D,M]	AG2_QUEUE_ACC_AGENT_[S,H,D,M]	AG2_QUEUE_GRP_[S,H,D,M]	AG2_AGENT_CAMPAIGN_S,[H,D,M]	AG2_CAMPAIGN_S,[H,D,M]
Standalone Reports													
Abandon Delay Report									✓				
Agent Conduct Report					✓	✓							
Agent Details Activity Report													
Agent Group Business Result Report						✓							
Agent Group Customer Segment Report						✓							

The following abbreviations are used to represent aggregation levels in some of the preceding table names. The complete name of the table spells out the levels as follows:

     S=SUBHR   H=HOUR   D=DAY   M=MONTH

Table 1: Mapping of Interactive Insights Reports to Aggregation Tables (Continued)

Interactive Insights Report	AG2_AGENT_QUEUE_[S,H,D,M]	AG2_I_AGENT_[S,H,D,M]	AG2_I_SESS_STATE_[S,H,D,M]	AG2_I_STATE_RSN_[S,H,D,M]	AG2_AGENT_[S,H,D,M]	AG2_AGENT_GRP_[S,H,D,M]	AG2_ID_[S,H,D,M]	AG2_QUEUE_[S,H,D,M]	AG2_QUEUE_ABN_[S,H,D,M]	AG2_QUEUE_ACC_AGENT_[S,H,D,M]	AG2_QUEUE_GRP_[S,H,D,M]	AG2_AGENT_CAMPAIGN_S,[H,D,M]	AG2_CAMPAIGN_S,[H,D,M]
Agent Group Interaction Handling Report						✓							
Agent Group Queue Business Attribute Report	✓												
Agent Group Service Type Report						✓							
Agent Interaction Hierarchy Report					✓								
Agent Interval Based Report		✓											
Agent Login-Logout Report													
Agent Not Ready Reason Code Report			✓	✓									
Agent Not Ready Report			✓										
Agent Outbound Campaign Report												✓	
Agent Queue Report	✓												
Agent Social Engagement Report					✓								
Agent State Details Report													
Agent Summary Activity Report		✓	✓										
Agent Utilization Report					✓								
Agent Wrap Report		✓											
Business Metrics Executive Report							✓						
Campaign Callbacks Summary Report													✓
Campaign Summary Report													✓
Contact List Effectiveness													✓
Customer Perspective Report							✓						
Interaction Flow Report													
Interaction Handling Attempt Report													
Interaction Traffic Group Report											✓		
Interaction Traffic Report								✓					
Interaction Volume Business Result Report							✓						
Interaction Volume Customer Segment Report							✓						
Interaction Volume Service Subtype Report							✓						
Interaction Volume Service Type Report							✓						
Interaction Volume Service Type Trend Report							✓						
Interaction Volume Summary Report							✓						
Queue Outline Report								✓			✓		
Queue Summary Report								✓			✓		

The following abbreviations are used to represent aggregation levels in some of the preceding table names. The complete name of the table spells out the levels as follows:

S=SUBHR   H=HOUR   D=DAY   M=MONTH

**Table 1: Mapping of Interactive Insights Reports to
Aggregation Tables (Continued)**

Interactive Insights Report	Info Mart Aggregation Table	AG2_AGENT_QUEUE_[S,H,D,M]	AG2_I_AGENT_[S,H,D,M]	AG2_I_SESS_STATE_[S,H,D,M]	AG2_I_STATE_RSN_[S,H,D,M]	AG2_AGENT_[S,H,D,M]	AG2_AGENT_GRP_[S,H,D,M]	AG2_ID_[S,H,D,M]	AG2_QUEUE_[S,H,D,M]	AG2_QUEUE_ABN_[S,H,D,M]	AG2_QUEUE_ACC_AGENT_[S,H,D,M]	AG2_QUEUE_GRP_[S,H,D,M]	AG2_AGENT_CAMPAIGN_S,[H,D,M]	AG2_CAMPAIGN_S,[H,D,M]
Social Engagement Report								✓						
Speed of Accept											✓			

The following abbreviations are used to represent aggregation levels in some of the preceding table names. The
complete name of the table spells out the levels as follows:

    S=SUBHR   H=HOUR   D=DAY   M=MONTH

Related Documentation Resources

BusinessObjects Enterprise XI 3.1

• *BusinessObjects Enterprise XI 3.1 InfoView User's Guide.*

• *BusinessObjects Enterprise XI 3.1 Universe Designer.*

• *BusinessObjects Enterprise XI 3.1 Building Reports using the Java Report Panel.*[*]

BusinessObjects Business Intelligence Platform

• *Business Intelligence Platform User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2.*

• *Business Intelligence Launch Pad User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2*

• *Information Design Tool User Guide—SAP BusinessObjects Business Intelligence platform 4.1 Support Package 2.*

Genesys Interactive Insights

• *Genesys Interactive Insights 8.1 Deployment Guide,* which will help you install, start, stop, and uninstall the Genesys-provided image of BusinessObjects Enterprise XI and the GI2 reports and universe.

• *Genesys Interactive Insights 8.1 User's Guide,* which will guide you in customization of the universe to meet specific business' needs.

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[*] Genesys believes that some Business Objects documents that were available as of the publication of this *Genesys Interactive Insights 8.1 Universe Guide* were mistitled. The references that we provide to such documents use the intended titles.

Genesys Info Mart/Interaction Concentrator

• Genesys Info Mart and Interaction Concentrator (ICON) 8.1 documentation sets, which will help you configure, install, and populate data within the Info Mart database and IDB—the database to which ICON writes.

Reporting and Analytics Aggregates

• *Reporting and Analytics Aggregates 8.1 Reference Manual,* which provides a complete schema and descriptions of the aggregate tables that are the primary source of data for the Interactive Insights reports.

• *Reporting and Analytics Aggregates 8.1 User's Guide,* which describes how the aggregation engine functions.

Genesys eServices

• *eServices User's Guide,* which defines categories, standard responses, and screen rules; how to manage them; and how interactions are analyzed using eServices tools.

• *eServices Social Media Solution Guide,* which provides an overview of Genesys Social Messaging Management.

Genesys

• *Genesys Technical Publications Glossary,* available on the Genesys Documentation website, provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.

• *Genesys Migration Guide*, available on the Genesys Documentation website and which ships on the Genesys Documentation Library DVD, provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.

Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

• *Genesys Supported Operating Environment Reference Guide*

• *Genesys Supported Media Interfaces Reference Manual*

Consult the following additional resources as necessary:

• *Genesys Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for the Genesys 8.*x* releases.

For additional system-wide planning tools and information, see the release-specific listings of System-Level Documents on the Genesys Documentation website (docs.genesys.com).

Genesys product documentation is available on the:

- Genesys Customer Care website at http://genesys.com/customer-care.

- Genesys Documentation site at http://docs.genesys.com/.

- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesys.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. The following is a sample version number:

81ii_universe_10-2012_v8.1.103.00

You will need this number when you are talking with Genesys Customer Care about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text that accompanies and explains the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

Table 2 describes and illustrates the type conventions that are used in this document.

Table 2: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables Used also to indicate placeholder text within code samples or commands, in the special case in which angle brackets are a required part of the syntax (see the note about angle brackets on page 445).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for . . .

Table 2: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like `teletype` or `typewriter text`)	All programming identifiers and GUI elements. This convention includes: • The *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. • The values of options. • Logical arguments and command syntax. • Code samples. Used also for any text that users must enter manually during a configuration or installation procedure, or on a command line.	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages in `EventError` events. If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls. Enter `exit` on the command line.
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	`smcp_server -host [/flags]`
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number that is specific to your enterprise. **Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.	`smcp_server -host <confighost>`

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