Genesys CX Insights Multicloud Projects Reference Guide

Agent Metrics

7/13/2025

Contents

Metrics that you can use to build agent-focused reports.

Related documentation:

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-

RSS:

- For private edition

> **Important**
>
> Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.

- For detailed information about the different metric types, see About Genesys CX Insights Projects.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Agent

- Start Date Time Key

Agent > Activity

- % Abandoned Inviting
- % Transfer Initiated

- % Transfer Received Accepted
- Abandoned Inviting
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- Accepted Thread
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- Actionability
- Agent - Queue A Group Combination
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- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received Accepted
- Consult Initiated

- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique

- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Agent Cold
- Transfer Initiated Agent Warm
- Transfer Initiated Time
- Transfer Offered
- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Activity > Activity Call Survey

- There are no metrics in this folder

Agent > Activity > Activity User Data Example

- There are no metrics in this folder

Agent > Activity > Queue

- % Abandoned Inviting
- % Accepted
- % Transfer Initiated
- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
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- Agent Disconnect First
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- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
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- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
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- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
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- Consult Initiated
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- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
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- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Detail

- There are no metrics in this

folder

Agent > Detail > Ixn State

- Duration
- Start DateTime Key

Agent > Detail > Session

- Active Time
- Group Combination Detail Session
- Start DateTime Key

Agent > Detail > State

- Duration
- Reason Time

Agent > Group Membership

- Start Date Time Key

Agent > State and Reason

- There are no metrics in this folder

Agent > State and Reason > Interaction State

- % Consult Received Time
- % Engage Time
- % Hold Time
- % Invite Time
- % Ixn Wrap Time
- % Not Ready In Time
- % Not Ready Out Time
- % Wrap In Time
- % Wrap Out Time
- Accepted
- Accepted Eventually
- Consult Received Accepted
- Consult Received Time

- Consult Received Wrap Time
- Engage Time
- Group Combination
- Hold
- Hold Time
- Invite Time
- Ixn Busy Time
- Ixn Wrap
- Ixn Wrap Time
- Not Accepted
- Not Ready In
- Not Ready In Time
- Not Ready Out
- Not Ready Out Time
- Offered
- Wrap In
- Wrap In Time
- Wrap Out
- Wrap Out Time

Agent > State and Reason > Interaction State > Interaction Predictive Routing

- Active
- Agent Score
- Avg Agent Score

Agent > State and Reason > Summarized State

- % Busy Time
- % Not Ready Reason Time
- % Not Ready Time
- % Occupancy
- % Omni Busy Time
- % Omni Not Ready Time
- % Omni Occupancy
- % Omni Other State TIme
- % Omni Ready Time
- % Omni Wrap Time
- % Other State Time
- % Ready TIme
- % Wrap Time
- Active Time
- Busy
- Busy Time
- Not Ready

- Not Ready Reason Count
- Not Ready Reason Time
- Not Ready Time
- Omni Active Time
- Omni Busy
- Omni Busy Time
- Omni Not Ready
- Omni Not Ready Time
- Omni Other State Time
- Omni Ready
- Omni Ready Time
- Omni Wrap
- Omni Wrap Time
- Other State Time
- Ready
- Ready Time
- Start Date Time Key
- State Reason
- State Reason Time
- Wrap
- Wrap Time

Folder: Agent

Metric name: Start Date Time Key	Folder: Agent
Description: This metric 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.	
Calculation:	
Media type: All **Data type:** Number **Metric type:**	**Used in:** This metric is not used in any reports.

Folder: Agent > Activity

Metric name: % Abandoned Inviting	Folder:
	Agent > Activity

Description: The percentage of interactions that entered the contact center, were distributed to a resource, and subsequently abandoned while alerting/ringing at an agent's DN. This count includes short-abandoned interactions, and relies on the value of the short-abandoned threshold as configured in the **[agg-gim-thld-ID-IXN]** section.	
Calculation: Calculated based on the Abandoned Inviting and Offered Business Attribute metrics.	**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: % Transfer Initiated	Folder:
	Agent > Activity

Description: The description of this metric depends on attributes and filters in the report query:

- Agent Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.

- Agent Group Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by agents who belong to this agent group.

Calculation: Calculated based on the Transfer Initiated and Accepted Activity metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Task Routing Agent Activity

		• Task Routing Agent Group Activity

Metric name: % Transfer Received Accepted	**Folder:** Agent > Activity

Description: The description of this metric depends on the attributes and filters in the report query:

- Agent Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.
- Agent Group Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group.

Calculation: Calculated based on the Transfer Initiated Agent and Accepted Agent Queue metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Interaction Handling Report

Metric name: Abandoned Inviting	**Folder:** Agent > Activity

Description: The total number of times that interactions were abandoned/dropped while the interactions were alerting/ringing (for Agent, Group, or Agent and Queue, depending on GCXI Project attributes).

Calculation:		**Used in:**
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition		• Agent Conduct Report • Agent Performance Dashboard • Agent Report

Metric name: Accepted	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
- Agent Group Attributes: 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.

For voice media, this metric is identical to Activity\Responses.

Calculation:		**Used in:**
Media type: All		

Data type: Number Metric type: Disposition		- Agent Activity - Agent Conduct Report - Agent Group Business Attribute Report - Agent Group Interaction handling Report - Agent Interval Based Report - Agent Performance Dashboard - Agent Report - Agent Social Engagement Report - Agent Task Dashboard - Agent Utilization Email Report - Agent Utilization Report - Predictive Routing Agent Dashboard - Predictive Routing Agent Occupancy Report (Active Time & Predictive) - Survey Statistics Report - Task Routing Agent Activity - Task Routing Agent Group Activity

Metric name: Accepted Thread	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.

- Agent Group Attributes: 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.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation:		**Used in:**
Media type: Async **Data type:** Number **Metric type:** Disposition		 - Agent Interaction Hierarchy Report

Metric name: Accepted Unique	**Folder:**

	Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of logical interactions that were accepted, pulled, or initiated for the first time by this agent.
- Agent Group Attributes: The total number of logical interactions that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		- Agent Interaction Hierarchy Report

Metric name: Actionability	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total score, assigned to interactions that were handled by this agent, that measures the degree to which interactions required agent attention.
- Agent Group Attributes: 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.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Agent - Queue A Group Combination	**Folder:** Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:**		This metric is not used in any reports.

Metric name: Agent - Queue Q Group Combination	**Folder:** Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.	

Calculation:	
Media type: All **Data type:** Number **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: Agent Disconnect First	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

- Agent Group Attribute: For voice interactions, the total number of times during the reporting interval that agents from this group released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).

The tally is incremented only when the system (such as the switch) provides such information.

Calculation:		**Used in:**
Media type: Chat, Open (sync), Voice **Data type:** Number **Metric type:** Disposition		- Agent Conduct Report - Agent Performance Dashboard - Agent Report

Metric name: Avg Actionability Score	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average score, assigned to interactions that were handled by this agent, measuring the degree to which interactions required agent attention.

- Agent Group Attribute: The average score, assigned to interactions that were handled by agents belonging to this agent group, measuring the degree to which interactions

The average considers only those interactions for which an Actionability Score was assigned.

Calculation: Calculated as AG2_AGENT_[*].ACTIONABILITY divided by AG2_AGENT_[*].ACTIONABILITY_OFFERED, or	**Used in:**

AG2_AGENT_GRP_[*].ACTIONABILITY divided by AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED	
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Social Engagement Report

Metric name: Avg Conference Accepted Handle Time **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity
Description: Average Handle Time for conference interactions in which the agent participated. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.	
Calculation: Calculated based on the Conference Accepted Time and Conference Received Accepted metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard

Metric name: Avg Consult Initiated Time	**Folder:** Agent > Activity
Description: The value presented in this metric varies depending on the attributes and filters used in a report: • Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions. • Agent Group Attribute: The average amount of time 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.	
Calculation: Calculated based on the Consult Initiated Time and Consult Initiated Activity metrics.	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Agent Performance Dashboard • Agent Report • Agent Utilization Report

Metric name: Avg Consult Received Time	**Folder:** Agent > Activity
Description: The value presented in this metric varies depending on the attributes and filters used in a report:	

- Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The average amount of time 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.

Calculation: Calculated based on the Consult Received Time and Consult Received Accepted Activity metrics.	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	- Agent Group Business Attribute Report - Agent Performance Dashboard - Agent Report - Agent Utilization Report

Metric name: Avg Consult Received Warm Time	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time 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 Attribute: 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.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Calculation: Calculated based on the Consult Received Warm Time and Consult Received Accepted Warm Activity metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Agent Performance Dashboard - Agent Report - Agent Utilization Report

Metric name: Avg Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity
Description: This metric is no longer populated.	
Calculation: Calculated based on the Consult Received Warm Wrap Time and Consult Received Warm Wrap Activity metrics.	**Used in:**

Media type: Voice **Data type:** Number **Metric type:** Dispostion		• Agent Performance Dashboard • Agent Report • Agent Utilization Report

Metric name: Avg Consult Received Wrap Time	**Folder:** Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The average amount of time 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.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation: Calculated based on the Consult Received Wrap Time and Consult Received Wrap Activity metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report • Agent Utilization Report

Metric name: Avg Engage Time	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The average amount of time that this agent was engaged with customers.

- Agent Group Attributes: The average amount of time that agents who belong to this agent group were engaged with customers.

Calculation: Calculated as Engage Time divided by Accepted Agent metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard

		• Agent Report
		• Agent Task Dashboard
		• Agent Utilization Report
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

Metric name: Avg Handle Time	**Folder:**
	Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent handling interactions that the agent received.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group spent handling interactions that the agents received.

This metric is computed as handle time divided by the sum of accepted interactions and received consultations.

Calculation: Calculated as Handle Time divided by the sum of Accepted Interactions and Received Consultations.		**Used in:**
		• Agent Activity
		• Agent Conduct Report
		• Agent Group Business Attribute Report
		• Agent Group Interaction Handling Report
		• Agent Interaction Hierarchy Report
		• Agent Outbound Campaign Report
		• Agent Performance Dashboard
Media type: All		• Agent Report
Data type: Number **Metric type:** Disposition		• Agent Task Dashboard
		• Agent Utilization Email Report
		• Agent Utilization Report
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

	Folder:

Metric name: Avg Hold Time	Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent had customer interactions on hold.

- Agent Group Attribute: The average amount of time that agents who belong to this group had customer interactions on hold.

This metric 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).

Calculation: Calculated based on the Hold and Hold Time Activity metrics.	Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition	- Agent Activity - Agent Conduct Report - Agent Group Business Attribute Report - Agent Group Interaction Handling Report - Agent Outbound Campaign Report - Agent Performance Dashboard - Agent Report - Agent Task Dashboard - Agent Utilization Report - Supervisor Dashboard - Task Routing Agent Activity - Task Routing Agent Group Activity

Metric name: Avg Influence Score	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

Agent Attribute: The average score representing the clout amassed on social networks for interactions handled by this agent. Agent Group Attribute: The average score representing the clout amassed on social networks for interactions handled by agents belonging to this agent group. The average considers only those interactions for which an actionability score was assigned.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** - Agent Social Engagement Report

Metric name: Avg Invite Time	Folder:
	Agent > Activity

Description: The average amount of time 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 metric is attributed to the interval in which the interactions began. Note: The dialing component of this metric applies to voice media only.

Calculation: Calculated based on the Invite Time and Invite Business Attribute metrics.	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Avg Revenue	Folder:
	Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The average amount of revenue that is generated for interactions handled by this agent.

- Agent Group Attribute: The average amount of revenue that is generated for interactions handled by agents of this agent group.

The average considers only those interactions for which revenue was generated.

Calculation: Calculated based on the Revenue and Offered with Revenue Activity metrics.	Used in:
Media type: All	- Agent Activity
Data type: Number **Metric type:** Dispotion	- Task Routing Agent Activity
	- Task Routing Agent Group Activity

Metric name: Avg Satisfaction	Folder:
	Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Dimension: The average customer-satisfaction score of interactions handled by this agent.

- Agent Group Dimension: The average customer-satisfaction score of interactions handled by agents who belong to this agent group.

The tally considers only those interactions for which customer satisfaction was recorded.

Calculation: Calculated based on the Satisfaction and Offered with Satisfaction Activity metrics. **Media type:** All **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Activity • Task Routing Agent Activity • Task Routing Agent Group Activity

Metric name: Avg Sentiment Score	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

Agent Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by this agent. Agent Group Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group. The average considers only those interactions for which a sentiment score was assigned.

Calculation: **Media type:** All **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Social Engagement Report

Metric name: Avg Transfer Accepted Handle Time **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: Average Handle Time for interactions that arrived by transfer and were handled during the reporting interval. This metric includes only the time spent by the receiving agent, and includes both HOLD and ENGAGE times.

Calculation: Calculated based on the Transfer Accepted Time and Transfer Received Accepted metrics. **Media type:** All **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Transfer Summary Report • Transfer Dashboard

Metric name: Avg Transfer Initiated Handle Time **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: Average amount of time that the agent spent handling customer interactions that the agent later transferred, during the reporting interval.

Calculation: Calculated based on the Transfer Initiated Time and Transfer Initiated Agent metrics. **Media type:** All	**Used in:** • Agent Transfer Summary Report

Data type: Number **Metric type:** Disposition		• Transfer Dashboard

Metric name: Avg Wrap Time	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state.

- Agent Group Attribute: The average amount of time that agents who belong to this agent group, spent on customer interactions while in ACW state.

Calculation:		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity

Metric name: Conference Accepted Time **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: The amount of time that agent spent in conference interactions. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.

Calculation:		**Used in:**
Media type: All (except Email)		This metric is not used in any reports.

Data type: Number **Metric type:** Disposition		

Metric name: Conference Initiated **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: Total number of times that this Agent, Agent Group, or Agent and Queue, (depending on the relevant GCXI Project attributes for this metric) successfully initiated conferences for received customer interactions.

Calculation:		**Used in:**
Media type: All (except Email) **Data type:** Number **Metric type:** Disposition		• Agent Transfer Summary Report • Agent Utilization Report • Transfer Dashboard

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Metric name: Conference Offered **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: The total number of Conference interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Calculation:		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Agent Transfer Summary Report • Transfer Dashboard

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Metric name: Conference Received Accepted	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent joined conferences to participate in customer interactions.
- Agent Group Attribute: The total number of times that agents from this agent group joined conferences to participate in customer interactions.

Calculation:		**Used in:**
Media type: All (except Email)		• Agent Utilization Report

Data type: Number **Metric type:** Disposition		

Metric name: Consult Initiated	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: 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.

- Agent Group Attribute: 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.

Calculation:		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		• Agent Conduct Report • Agent Report • Agent Utilization Report

Metric name: Consult Initiated Time	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.

- Agent Group Attribute: The total amount of time 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.

Calculation:		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Offered **Introduced:** 100.0.027.0001	**Folder:** Agent > Activity

Description: The total number of consult interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	

Calculation:	**Used in:**
Media type: **Data type:** **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard

Metric name: Consult Received Accepted	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

- Agent Group Attribute: 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.

Calculation:	**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Utilization Report

Metric name: Consult Received Accepted Warm	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: 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 Attribute: 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.

Calculation:	
Media type: Voice **Data type:** Number **Metric type:** Disposition	**Used in:** • Agent Utilization Report

Metric name: Consult Received Hold	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: 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 Attribute: 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.

Calculation:

Media type: Voice	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Consult Received Time	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time 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.

- Agent Group Attribute: The total amount of time 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.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	**Used in:**
	• Agent Group Business Attribute Report
	• Agent Interval Based Report
Media type: All (except Chat)	• Agent Performance Dashboard
	• Agent Report
Data type: Number **Metric type:** Disposition	• Agent Summary Activity Report (Interaction)

Metric name: Consult Received Warm Hold	Folder: Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: 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.

- Agent Group Attribute: 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.

Calculation:		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Warm Time	**Folder:** Agent > Activity

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time 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 Attribute: The total amount of time 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.

This metric 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 metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		- Agent Performance Dashboard - Agent Report

Metric name: Consult Received Warm Wrap **Discontinued:** 9.0	**Folder:** Agent > Activity

Description: This metric is no longer populated.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Dispostion		This metric is not used in any reports.

Metric name: Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity

Description: This metric is no longer populated.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Dispostion		• Agent Performance Dashboard • Agent Report

Metric name: Consult Received Wrap	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attibute: 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.
- Agent Group Attibute: 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.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Dispostion		This metric is not used in any reports.

Metric name: Consult Received Wrap Time	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.
- Agent Group Attribute: The total amount of time 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.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report

Metric name: Consult Responses	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

• Agent Attribute: For email, the total number of collaboration replies that were initiated by this agent. For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

• Agent Group Attribute: For email, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

Calculation:		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** • Agent Utilization Report

Metric name: Engage **Introduced:** 100.0.029.0000	**Folder:** Agent > Activity

Description: The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time.

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Engage Time	**Folder:** Agent > Activity

Description: The description of this metric varies depending on attributes and filters in the report query:

• Agent Attribute: The total amount of time that this agent was engaged with customers on interactions

that the agent received.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interaction State • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Focus	**Folder:** Agent > Activity

Description: The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Calculation:		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Focus Time	**Folder:** Agent > Activity

Description: The total amount of time that this agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Calculation:		
Media type: **Data type:** **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Group Combination	Folder: Agent > Activity
Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.	
Calculation:	

Media type: All **Data type:** Number **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Handle Time	Folder: Agent > Activity
Description: The total amount of time that agents who belong to this agent group spent handling interactions that the agents 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. Some of these components return zero values for some media types.	

Calculation: Calculated based on the Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Performance Dashboard • Agent Report

Metric name: Hold	Folder: Agent > Activity
Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.	

Calculation:		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report

Metric name: Hold Time	Folder: Agent > Activity

Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Influence Score	**Folder:** Agent > Activity

Description: The total score that represents the customer's clout that has amassed on social networks for customer interactions that were handled by this agent (or by agents who are members of this agent group).

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Invite	**Folder:** Agent > Activity

Description: The total number of customer interactions that alerted or rang at this agent (or 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.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Invite Time	**Folder:** Agent > Activity

Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.

- For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.

- For the dialing component, dial duration is measured for established calls only.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		- Agent Interaction State - Agent Summary Activity Report (Interaction) - Supervisor Dashboard

Metric name: Not Accepted	Folder: Agent > Activity

Description: The total number of times that customer interactions were redirected to another resource upon no answer by this agent (or by agents who belong to this agent group), or were otherwise not accepted by such agents.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		- Agent Performance Dashboard - Agent Report - Agent Utilization Report

Metric name: Offered	Folder: Agent > Activity

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

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. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		- Agent Activity - Agent Interaction Hierarchy Report

	• Agent Performance Dashboard
	• Agent Report
	• Agent Task Dashboard
	• Agent Utilization Email Report
	• Agent Utilization Report
	• Predictive Routing Agent Dashboard
	• Predictive Routing Agent Occupancy Report (Active Time and Predictive)
	• Supervisor Dashboard
	• Task Routing Agent Activity
	• Task Routing Agent Group Activity

Metric name: Offered with Actionability	Folder:
	Agent > Activity

Description: The total number of customer interactions that were offered to this agent, (or to agents who belong to this agent group), for which actionability scores were recorded.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Offered with Influence	Folder:
	Agent > Activity

Description: The total number of customer interactions that were offered to this agent (or by agents who belong to this agent group), for which customer-influence scores were recorded.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Offered with Revenue	Folder:
	Agent > Activity

Description: The total number of customer interactions that entered or began within the contact center, were handled by this agent (or by agents who belong to this agent group), and had associated revenue.

Calculation:	Used in:

Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		

Metric name: Offered with Satisfaction	Folder: Agent > Activity

Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which customer-satisfaction scores were recorded.

Calculation:		
Media type: All		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		

Metric name: Offered with Sentiment	Folder: Agent > Activity

Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which sentiment scores were recorded.

Calculation:		
Media type: All		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		

Metric name: Rejected	Folder: Agent > Activity

Description: The total number of times that customer interactions alerted at this agent (or an agent that belongs to this agent group) and were not accepted.

Calculation:	Used in:
Media type: All Data type: Number Metric type: Disposition	• Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity • Task Routing Agent Group Activity

Metric name: Responded Unique	Folder:

	Agent > Activity

Description: The total number of first-time outbound replies in which this agent (or an agent in this group) participated in response to customer interactions.

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

Calculation:		
Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		• Agent Interaction Hierarchy Report

Metric name: Responses	**Folder:**
	Agent > Activity

Description: For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent or by an agent in this group.

For email, this metric represents the total number of times that the agent prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.

Calculation:		**Used in:**
		• Agent Conduct Report
		• Agent Group Business Attribute Report
Media type: All		• Agent Group Interaction Handling Report
Data type: Number **Metric type:** Disposition		• Agent Interaction Hierarchy Report
		• Agent Utilization Report

Metric name: Revenue	**Folder:**
	Agent > Activity

Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

Calculation:		**Used in:**
Media type: All		• Agent Group Business Attribute Report
Data type: Number **Metric type:** Disposition		

Metric name: Satisfaction	**Folder:**

	Agent > Activity

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Sentiment Score	**Folder:** Agent > Activity

Description: The total score reflecting the attitude expressed by customers for interactions that were handled by this agent or by agents belonging to this agent group.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Short	**Folder:** Agent > Activity

Description: The total number of times that customer interactions were accepted by this agent (or by and agents who belongs to this agent group) and then released, transferred, or stopped within the short-engagement threshold.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		• Agent Conduct Report

Metric name: Start Date Time Key	**Folder:** Agent > Activity

Description: This metric 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.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:**		This metric is not used in any reports.

	Folder:

Metric name: Transfer Accepted Cold	
Introduced: 100.0.027.0001	Agent > Activity

Description: The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	
Calculation: Calculated as the difference between the Transfer Received Accepted and Transfer Received Accepted Warm metrics.	**Used in:**
Media type: All	• Agent Transfer Summary Report
Data type: Number **Metric type:** Disposition	• Transfer Dashboard

Metric name: Transfer Accepted Time	**Folder:**
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of seconds spent handling customer interactions following transfer. The count includes both HOLD and ENGAGE times.	
Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Transfer Accepted Warm	**Folder:**
Introduced: 100.0.027.0001	Agent > Activity

Description: The total number of times that customer interactions were successfully warm transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.	
Calculation:	**Used in:**
Media type: All	• Agent Transfer Summary Report
Data type: Number **Metric type:** Disposition	• Transfer Dashboard

Metric name: Transfer Initiated Agent	**Folder:**
	Agent > Activity

Description: The total number of times that this agent (or an agent from this queue) transferred

customer interactions. Both warm and blind transfers are reflected in this metric.

Calculation:		Used in:
		• Agent Group Business Attribute Report
		• Agent Group Interaction Handling Report
		• Agent Performance Dashboard
Media type: All		• Agent Report
		• Agent Task Dashboard
Data type: Number		• Agent Utilization Email Report
Metric type: Disposition		• Agent Utilization Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity
		• Transfer Dashboard

Metric name: Transfer Initiated Agent Cold	**Folder:**
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of cold transfers initiated by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Calculation: Calculated as the difference between the Transfer Initiated Agent and Transfer Initiated Agent Warm metrics.		**Used in:**
Media type: All		• Agent Transfer Summary Report
Data type: Number		• Transfer Dashboard
Metric type: Disposition		

Metric name: Transfer Initiated Agent Warm	**Folder:**
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of warm transfers initiated by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Calculation:		**Used in:**
Media type: All		• Agent Transfer Summary Report
Data type: Number		• Transfer Dashboard
Metric type: Disposition		

Metric name: Transfer Initiated Time	Folder:
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of seconds that the transferring agent spent handling customer interactions that were transferred and handled during the reporting interval.	
Calculation: AG2_AGENT_*.XFER_INITIATED_ENGAGE_TIME + XFER_INITIATED_HOLD_TIME	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Transfer Offered	Folder:
Introduced: 100.0.027.0001	Agent > Activity

Description: Total number of times that customer interactions were arrived by transfer and were offered (for this Agent or Agent Group, depending on the relevant GCXI Project attributes for this metric).	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Transfer Summary Report • Transfer Dashboard

Metric name: Transfer Received Accepted	Folder:
	Agent > Activity

Description: The total number of times that this agent (or an agent who belongs to this agent group) received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this metric.	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Interaction Handling Report

Metric name: Wrap	Folder:
	Agent > Activity

Description: The total number of times that this agent (or an agent from this group) was in ACW (Wrap) state for customer interactions that the agent received.	

This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.	
Calculation:	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Wrap Time	**Folder:** Agent > Activity
Description: The total amount of time, in seconds attributed to the ACW (Wrap) state for customer interactions (for this Agent, Agent Group, or Agent and Queue, depending on GCXI Project attributes).	
Calculation:	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Agent Group Business Attribute Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report

Folder: Agent > Activity > Activity Call Survey

There are no metrics in this folder.

Folder: Agent > Activity > Activity User Data Example

There are no metrics in this folder.

Folder: Agent > Activity > Queue

Metric name: % Abandoned Inviting	**Folder:** Agent > Activity > Queue
Description: 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.

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

Calculation: Calculated based on the (Agent > Activity > Queue) Abandoned Inviting and Offered metrics.	
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: % Accepted	**Folder:** Agent > Activity > Queue

Description: The percentage of customer interactions of this business attribute that were distributed from this queue and accepted, relative to the total number of interactions that were distributed from this queue and offered to a handling resource.

For voice media, this metric is identical to Activity\Responses.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: % Transfer Initiated	**Folder:** Agent > Activity > Queue

Description: The percentage of accepted customer interactions that were distributed from this queue, and later were transferred (warm or blind).

Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics.	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: % Transfer Initiated Agent	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated Agent and Accepted Agent metrics.	
Media type: All	**Used in:** This metric is not used in any reports.

Data type: Number **Metric type:** Disposition	

Metric name: % Transfer Received Accepted	**Folder:** Agent > Activity > Queue

Description: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.

Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Received Accepted and Accepted metrics.	**Used in:** This metric is not used in any reports.
Media type: All **Data type:** Number **Metric type:** Disposition	

Metric name: Abandoned Inviting	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation:	
Media type: Voice, Chat, Open (sync) **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Accepted	**Folder:** Agent > Activity > Queue

Description: 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.

For voice media, this metric is identical to Activity\Responses.

Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Group Queue Business Attribute Report • Agent Queue Report

Metric name: Accepted Others	**Folder:** Agent > Activity > Queue

Description: The total number of interactions that were distributed from this agent queue, and subsequently accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

Calculation: Calculated based on the (Agent > Activity > Queue) Accepted and Accepted Agent Queue metrics.	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Accepted Thread	**Folder:** Agent > Activity > Queue

Description: The total number of customer-interaction threads that were accepted, pulled, or initiated from this queue for the first time by this agent.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Accepted Unique	**Folder:** Agent > Activity > Queue

Description: The total number of logical interactions that were distributed by this queue and accepted, initiated, or pulled by this agent.

This metric includes an agent's first participation in outbound replies to inbound interactions.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Actionability	**Folder:** Agent > Activity > Queue

Description: 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.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation:	**Used in:**

Media type: All		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

Metric name: Agent Disconnect First	**Folder:** Agent > Activity > Queue

Description:

Agent and Queue Attributes: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server). The tally is incremented only when the system (such as the switch) provides such information.

Calculation:	
Media type: Chat, Open (sync), Voice	**Used in:**
	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Avg Actionability Score	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation: Calculated as AG2_AGENT_QUEUE_[*].ACTIONABILITY divided by AG2_AGENT_QUEUE_[*].ACTIONABILITY_OFFERED.	**Used in:**
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Avg Consult Initiated Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time 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.

Calculation: Calculated based on the (Activity > Queue) Consult Initiated Time and Consult Initiated metrics.	**Used in:**
Media type: All (except Chat)	This metric is not used in any reports.

Data type: Number **Metric type:** Disposition	

Metric name: Avg Consult Received Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time that agents were engaged on collaboration calls or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.

Calculation: Calculated based on the (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics.		**Used in:**
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Avg Consult Received Warm Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time 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 metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Calculation: Calculated based on the (Activity > Queue) Consult Received Warm Time and Consult Received Accepted Warm metrics.		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Avg Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity > Queue

Description: This metric is no longer populated.

Calculation: Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap metrics.		**Used in:**
Media type: Voice		This metric is not used in any reports.

Data type: Number Metric type: Disposition		

Metric name: Avg Consult Received Wrap Time	**Folder:** Agent > Activity > Queue	

Description: The average amount of time 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 metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation: Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap metrics.		**Used in:**
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		

Metric name: Avg Engage Time	**Folder:** Agent > Activity > Queue	

Description: For interactions that were distributed or pulled from this queue, the average amount of time that this agent was engaged with customers.

Calculation: Calculated based on the (Activity > Queue) Engage Time and Accepted metrics.		**Used in:**
Media type: All		• Agent Queue Report
Data type: Number Metric type: Disposition		

Metric name: Avg Handle Time	**Folder:** Agent > Activity > Queue	

Description: Queue Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue.

Queue Group Attribute: The average amount of timethat agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue.

Calculation: Calculated as (Activity > Queue) Handle Time divided by the sum of Accepted Interactions and Received Consultations.		**Used in:**
Media type: All		• Agent Queue Report

Data type: Number **Metric type:** Disposition	

Metric name: Avg Hold Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time that agents had customer interactions, distributed from this queue, on hold.

This metric 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).

Calculation: Calculated based on the (Activity > Queue) Hold and Hold Time metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Queue Report

Metric name: Avg Influence Score	**Folder:** Agent > Activity > Queue

Description: The average score representing the clout amassed on social networks for interactions that were distributed from this queue and handled by this agent.

The average considers only those interactions for which an actionability score was assigned.

Calculation: Calculated as AG2_AGENT_QUEUE_[*].INFLUENCE divided by AG2_AGENT_QUEUE_[*].INFLUENCE_OFFERED.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Avg Invite Time	**Folder:** Agent > Activity > Queue

Description: The average amount of time that customer interactions (that were 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.

Calculation: Calculated based on the (Activity > Queue) Invite Time and Invite Queue metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Avg Revenue	Folder:
	Agent > Activity > Queue

Description: 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.

Calculation: Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics.	
	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Avg Satisfaction	Folder:
	Agent > Activity > Queue

Description: The average customer-satisfaction score of interactions distributed from this queue and handled by this agent.

The tally considers only those interactions for which customer satisfaction was recorded.

Calculation: Calculated based on the (Activity > Queue) Satisfaction and Offered with Satisfaction metrics.	
	Used in:
Media type: All	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Avg Sentiment Score	Folder:
	Agent > Activity > Queue

Description: The average score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.

The average considers only those interactions for which a sentiment score was assigned.

Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIMENT divided by AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED	
	Used in:
Media type: All	• Agent Social Engagement Report
Data type: Number **Metric type:** Disposition	

Metric name: Avg Wrap Time	Folder:
	Agent > Activity > Queue

Description: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state, where the interactions were distributed from this queue.	

Calculation:		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** • Agent Queue Report

Metric name: Conference Initiated	**Folder:** Agent > Activity > Queue

Description: 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.	

Calculation:		
Media type: All (Except email) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Conference Received Accepted	**Folder:** Agent > Activity > Queue

Description: The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.	

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Initiated	**Folder:** Agent > Activity > Queue

Description: 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.	

Calculation:	**Used in:**
Media type: All (except Chat)	This metric is not used in any reports.

Data type: Number **Metric type:** Disposition	

Metric name: Consult Initiated Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time 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.

Calculation:

Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Accepted	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation:

Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Accepted Warm	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation:

Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Hold	**Folder:** Agent > Activity > Queue

Description: 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.		
Calculation:		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time 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 metric is attributed to the interval in which this agent was offered the collaboration/consultation request distributed from this queue.

Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME		
Media type: All (except Chat) **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Warm Hold	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation:		
Media type: Voice **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Consult Received Warm Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time 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 metric 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 metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Consult Received Warm Wrap **Discontinued:** 9.0	**Folder:** Agent > Activity > Queue
Description: This metric is no longer populated.	
Calculation:	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Dispostion	

Metric name: Consult Received Warm Wrap Time **Discontinued:** 9.0	**Folder:** Agent > Activity > Queue
Description: This metric is no longer populated.	
Calculation:	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Dispostion	

Metric name: Consult Received Wrap	**Folder:** Agent > Activity > Queue
Description: 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.	
Calculation:	**Used in:**
Media type: Voice	This metric is not used in any reports.
Data type: Number **Metric type:** Disposition	

Metric name: Consult Received Wrap Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time 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 metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation:

Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Consult Responses	**Folder:**
	Agent > Activity > Queue

Description: For email, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue.

For voice, this metric is the same as Agent > Activity > Consult Received Accepted.

Calculation:

Media type: All (except Chat)		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Engage **Introduced:** 100.0.029.0000	**Folder:**
	Agent > Activity > Queue

Description: The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Engage Time	**Folder:**
	Agent > Activity > Queue

Description: For interactions that were distributed or pulled from this queue, the total amount of time that this agent was engaged with customers on interactions that the agent received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Queue Report

Metric name: Focus	**Folder:** Agent > Activity > Queue

Description: Total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Calculation:		Used in:
Media type: **Data type:** **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Focus Time	**Folder:** Agent > Activity > Queue

Description: The total time that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Calculation:		Used in:
Media type: **Data type:** **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Handle Time	**Folder:** Agent > Activity > Queue

Description: The total amount of time that this agent spent handling interactions that were distributed or pulled from this queue for those interactions that the agent received.

Calculation: Calculated based on (Activity > Queue) Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Hold	Folder:
	Agent > Activity > Queue

Description: The total number of times within the interval that this agent had customer calls (that were distributed from this queue) on hold.

Calculation:

Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Hold Time	Folder:
	Agent > Activity > Queue

Description: The total amount of time that agents had customer interactions distributed from this queue on hold.This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Calculation:

Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Agent Queue Report

Metric name: Influence Score	Folder:
	Agent > Activity > Queue

Description: The total score that represents the customer clout that has amassed on social networks for customer interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Invite	Folder:
	Agent > Activity > Queue

Description: 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 metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only.

Calculation:		**Used in:**
Media type: All		

Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Invite Time	**Folder:** Agent > Activity > Queue

Description: 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.

For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only. This metric is attributed to the interval in which the alerting/dialing first occurred.

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Not Accepted	**Folder:** Agent > Activity > Queue

Description: 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.

This metric includes interactions that the customer abandoned while they were alerting at the agent.

Calculation:		
Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Offered	**Folder:** Agent > Activity > Queue

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

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. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Calculation:	**Used in:**
Media type: All	• Agent Group Queue Business

Data type: Number **Metric type:** Disposition		Attribute Report

Metric name: Offered with Actionability	**Folder:** Agent > Activity > Queue

Description: The total number of customer interactions that were offered to this agent and distributed from this queue, for which actionability scores were recorded.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Offered with Influence	**Folder:** Agent > Activity > Queue

Description: The total number of customer interactions that were offered to this agent and distributed from this queue, for which customer-influence scores were recorded.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Offered with Revenue	**Folder:** Agent > Activity > Queue

Description: 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.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Offered with Satisfaction	**Folder:** Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which customer-satisfaction scores were recorded.

Calculation:	
Media type: All	**Used in:**

Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Offered with Sentiment		**Folder:** Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which sentiment scores were recorded.

Calculation:

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Rejected		**Folder:** Agent > Activity > Queue

Description: The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted.

Calculation:

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Responded Unique		**Folder:** Agent > Activity > Queue

Description: The total number of first-time outbound replies in which this agent participated in response to customer interactions distributed from this queue.

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

Calculation:

Media type: All **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Responses		**Folder:** Agent > Activity > Queue

Description: For interactions distributed from this queue, this metric represents:

- For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.

- For email, this metric represents the total number of times that the agent prepared an outbound reply.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Revenue	**Folder:**
	Agent > Activity > Queue

Description: The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Satisfaction	**Folder:**
	Agent > Activity > Queue

Description: 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.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Sentiment Score	**Folder:**
	Agent > Activity > Queue

Description: The total score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Short	Folder:
	Agent > Activity > Queue

Description: The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.

This metric relies on the value of the **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Start Date Time Key	Folder:
	Agent > Activity > Queue

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_QUEUE hierarchy.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:**	This metric is not used in any reports.

Metric name: Transfer Initiated Agent	Folder:
	Agent > Activity > Queue

Description: The total number of times that this agent transferred customer interactions that were distributed by this queue. Both warm and blind transfers are reflected in this metric.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Disposition	• Agent Group Queue Business Attribute Report

Metric name: Transfer Received Accepted	Folder:
	Agent > Activity > Queue

Description: The total number of times that agents received customer interactions from this queue that were successfully transferred to the agents.

Both warm and blind transfers are reflected in this metric.

Calculation:	Used in:

Media type: All		• Agent Group Queue Business Attribute Report
Data type: Number **Metric type:** Disposition		

Metric name: Wrap	Folder:
	Agent > Activity > Queue

Description: The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue.

This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

Calculation:		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Wrap Time	Folder:
	Agent > Activity > Queue

Description: The total amount of time that agents spent in ACW state for customer interactions that the agents received from this queue.

This metric is attributed to the interval in which the agent was offered the interaction for which ACW was invoked.

Calculation:		
Media type: Voice		**Used in:**
Data type: Number **Metric type:** Disposition		• Agent Queue Report

Folder: Agent > Detail

There are no metrics in this folder.

Folder: Agent > Detail > Ixn State

Metric name: Duration	Folder:
	Agent > Detail > Ixn State

Description: The difference between the beginning and end of the agent's state.	
Calculation: Calculated as IXN_RESOURCE_STATE_FACT_GI2.END_TS minus IXN_RESOURCE_STATE_FACT_GI2.START_TS.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	This metric is not used in any reports.

Metric name: Start DateTime Key	**Folder:** Agent > Detail > Ixn State
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:**	This metric is not used in any reports.

Folder: Agent > Detail > Session

Metric name: Active Time	**Folder:** Agent > Detail > Session
Description: The total amount of time that elapsed 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. If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Agent Login-Logout Details Report

Metric name: Group Combination Detail Session	**Folder:** Agent > Detail > Session

Description: This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_SESSION_FACT table.

Calculation:		
Media type: All **Data type:** Number **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Start DateTime Key	**Folder:** Agent > Detail > Session

Description: This metric is reserved for internal use to employ a key for a particular date and time from the SM_RES_STATE_FACT table.

Calculation:		
Media type: All **Data type:** Number **Metric type:**		**Used in:** This metric is not used in any reports.

Folder: Agent > Detail > State

Metric name: Duration	**Folder:** Agent > Detail > State

Description: The difference between the beginning and end of the agent's interaction-related state.

Calculation:		
Media type: All **Data type:** Number **Metric type:** Detail		**Used in:** • Agent State Details Report

Metric name: Reason Time	**Folder:** Agent > Detail > State

Description: The total amount of time 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.

Calculation:	Used in:

Media type: All **Data type:** Number **Metric type:** Detail	• Agent State Details Report

Folder: Agent > Group Membership

Metric name: Start Date Time Key	**Folder:** Agent > Group Membership
Description: This metric is reserved for internal use to employ a key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy.	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:**	• Agent Group Membership Details Report

Folder: Agent > State and Reason

There are no metrics in this folder.

Folder: Agent > State and Reason > Interaction State

Metric name: % Consult Received Time	**Folder:** Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.	
Calculation: Calculated based on the Interaction State > Consult Received Time and Summarized State > Active Time metrics.	**Used in:**
	• Agent Interval Based Report
Media type: All (Except Chat)	• Agent Summary Activity Report (Interaction)

Data type: Number **Metric type:** Interval	

Metric name: % Engage Time	**Folder:** Agent > State and Reason > Interaction State

Description: The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.

Calculation: Calculated based on the Interaction State > Engage Time and Summarized State > Active Time metrics. **Media type:** All **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: % Hold Time	**Folder:** Agent > State and Reason > Interaction State

Description: The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.

Calculation: Calculated based on the Interaction State > Hold Time and Summarized State > Active Time metrics. **Media type:** Voice **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: % Invite Time	**Folder:** Agent > State and Reason > Interaction State

Description: The percentage of time that customer interactions spent in Invite Time relative to the total duration of the agent's active session within the interval.

Calculation: Calculated based on the Invite Time Interaction State and Active Time Summarized State metrics. **Media type:** All **Data type:** Number **Metric type:** Interval		**Used in:** • Agent Interaction State • Agent Summary Activity Report (Interaction)

Metric name: % Ixn Wrap Time	Folder:
	Agent > State and Reason > Interaction State

Description: The percentage of time within the interval that this agent spent in ACW (Wrap) state associated with customer calls, relative to the total duration of the agent's active session within the interval.

Calculation: Calculated based on the Ixn Wrap Time Interaction State and Active Time Summarized State metrics.	Used in:
Media type: Voice **Data type:** Number **Metric type:** Interval	• Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction)

Metric name: % Not Ready In Time	Folder:
	Agent > State and Reason > Interaction State

Description: 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, relative to the agent's total NotReady duration within the interval for a particular media channel.

Consultations and collaborations that the agent receives while in the NotReady state are excluded from this percentage.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Interval	Used in: • Agent Not Ready Report

Metric name: % Not Ready Out Time	Folder:
	Agent > State and Reason > 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, relative to the agent's total NotReady duration within the interval.

Calculation: Calculated based on the Not Ready Out Time Interaction State and the Not Ready Time Summarized State metrics.	
Media type: All **Data type:** Number **Metric type:** Interval	Used in: • Agent Not Ready Report

Metric name: % Wrap In Time	Folder:
	Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on customer interactions received within the interval while the agent DNs were in ACW (Wrap) state, relative to the DN's total ACW state duration within the interval.

Calculation: Calculted based on the Wrap In Time Interaction State and the Wrap Time Summarized State metrics.	Used in:
Media type: Voice, Chat **Data type:** Number **Metric type:** Disposition	• Agent Wrap Report

Metric name: % Wrap Out Time	Folder: Agent > State and Reason > Interaction State

Description: 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, relative to the DNs' total duration in the ACW summarized state within the interval

Calculation: Calculated based on the Wrap Out Time Interaction State and the Wrap Time Summarized State metrics.	Used in:
Media type: Voice **Data type:** Number **Metric type:** Interval	• Agent Wrap Report

Metric name: Accepted	Folder: Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.

- Agent Group Attributes: 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.

For voice media, this metric is identical to Activity\Responses.

Calculation:	Used in:
Media type: All **Data type:** Number **Metric type:** Disposition	• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction handling Report • Agent Interval Based Report • Agent Performance Dashboard

		• Agent Report
		• Agent Social Engagement Report
		• Agent Task Dashboard
		• Agent Utilization Email Report
		• Agent Utilization Report
		• Predictive Routing Agent Dashboard
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Survey Statistics Report
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

Metric name: Accepted Eventually	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Interval	This metric is not used in any reports.

Metric name: Consult Received Accepted	**Folder:**
	Agent > State and Reason > Interaction State

Description: The description of this metric varies according to the attributes and filters in the report query:

• Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.

• Agent Group Attribute: 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.

Calculation:	**Used in:**
Media type: All (except Chat)	• Agent Group Business Attribute Report
Data type: Number **Metric type:** Disposition	• Agent Interval Based Report
	• Agent Utilization Report

Metric name: Consult Received Time	Folder:
	Agent > State and Reason > Interaction State

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time 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.

- Agent Group Attribute: The total amount of time 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.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME		Used in:
		- Agent Group Business Attribute Report
Media type: All (except Chat)		- Agent Interval Based Report
		- Agent Performance Dashboard
Data type: Number		- Agent Report
Metric type: Disposition		- Agent Summary Activity Report (Interaction)

Metric name: Consult Received Wrap Time	Folder:
	Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.

- Agent Group Attribute: The total amount of time 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.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation:		Used in:
Media type: Voice		- Agent Performance Dashboard
Data type: Number		- Agent Report
Metric type: Disposition		

Metric name: Engage Time	Folder:
	Agent > State and Reason > Interaction State

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged with customers on interactions that the agent received.

- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interaction State • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Group Combination	Folder: Agent > State and Reason > Interaction State

Description: This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_STATE_FACT table.

Calculation:		
Media type: All **Data type:** Number **Metric type:**		Used in: This metric is not used in any reports.

Metric name: Hold	Folder: Agent > State and Reason > Interaction State

Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.

Calculation:		Used in:
Media type: Voice		• Agent Interval Based Report

Data type: Number **Metric type:** Disposition		• Agent Performance Dashboard • Agent Report • Agent Utilization Report

Metric name: Hold Time	**Folder:** Agent > State and Reason > Interaction State

Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Calculation:		**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition		• Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Invite Time	**Folder:** Agent > State and Reason > Interaction State

Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.

- For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.

- For the dialing component, dial duration is measured for established calls only.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Calculation:		**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Ixn Busy Time	Folder:
	Agent > State and Reason > Interaction State

Description: The total amount of time 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. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.

Calculation: Calculated based on the Invite Time, Engage Time, Hold Time, Ixn Wrap Time, and Consult Received Time Interaction State metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Ixn Wrap	Folder:
	Agent > State and Reason > Interaction State

Description: The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interval Based Report

Metric name: Ixn Wrap Time	Folder:
	Agent > State and Reason > Interaction State

Description: The total amount of time within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard

Metric name: Not Accepted	Folder:
	Agent > State and Reason > Interaction State

Description: 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, but which were not accepted by this agent as customer interactions or consultations.

Calculated as the difference between:

- 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

- The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.

Calculation: Calculated based on the Offered Interaction State and AG2_I_AGENT_[*].ACCEPTED_EVENTUALLY metrics.		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		This metric is not used in any reports.

Metric name: Not Ready In	**Folder:** Agent > State and Reason > Interaction State

Description: The total number of times that this agent was handling customer calls that were accepted while the agent was in the NotReady state.

Calculation:		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		- Agent Not Ready Report

Metric name: Not Ready In Time	**Folder:** Agent > State and Reason > Interaction State

Description: The total amount of time 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.

Calculation:		**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval		- Agent Not Ready Report

Metric name: Not Ready Out	**Folder:** Agent > State and Reason > Interaction State

Description: 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.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Interval		• Agent Not Ready Report

Metric name: Not Ready Out Time	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total amount of time 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.

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Interval		• Agent Not Ready Report

Metric name: Offered	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

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. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Calculation:

		Used in:
		• Agent Activity
		• Agent Interaction Hierarchy Report
		• Agent Performance Dashboard
Media type: All		• Agent Report
Data type: Number **Metric type:** Disposition		• Agent Task Dashboard
		• Agent Utilization Email Report
		• Agent Utilization Report
		• Predictive Routing Agent Dashboard

		• Predictive Routing Agent Occupancy Report (Active Time and Predictive)
		• Supervisor Dashboard
		• Task Routing Agent Activity
		• Task Routing Agent Group Activity

Metric name: Wrap In	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total number of times that this agent received customer calls while in ACW (Wrap) state.

Calculation:		**Used in:**
Media type: Voice		• Agent Utilization
Data type: Number **Metric type:** Interval		• Agent Wrap Report

Metric name: Wrap In Time	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total amount of time 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.

Calculation:		**Used in:**
Media type: Voice		• Agent Wrap Report
Data type: Number **Metric type:** Interval		

Metric name: Wrap Out	**Folder:**
	Agent > State and Reason > 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 metric.

Calculation:		**Used in:**
Media type: Voice		• Agent Wrap Report
Data type: Number **Metric type:** Interval		

Metric name: Wrap Out Time	**Folder:**
	Agent > State and Reason > Interaction State

Description: The total amount of time 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, but excludes consultations that the agent participated in while in ACW state.	
Calculation:	
Media type: Voice **Data type:** Number **Metric type:** Interval	**Used in:** • Agent Wrap Report

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Metric name: Active	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The total amount of time attributable to the interval between the beginning and end of the agent(s) login session(s) on a particular media channel.	
Calculation:	
Media type: **Data type:** **Metric type:** Interval	**Used in:** • Agent Utilization Report

Metric name: Agent Score	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The sum of the score of the agents to whom the interactions were routed.	
Calculation:	
Media type: **Data type:** Number **Metric type:** Interval	**Used in:** This metric is not used in any reports.

Metric name: Avg Agent Score	**Folder:** Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The average agent score during the period when Predictive Routing was active.	

Calculation: Calculated based on the Agent Score (gpmAgentScore), divided by the total number of interactions where Predictive Routing was active.	Used in:
Media type: **Data type:** **Metric type:** Interval	• Predictive Routing Agent Occupancy Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive)

Folder: Agent > State and Reason > Summarized State

Metric name: % Busy Time	Folder: Agent > State and Reason > Summarized State
Description: The percentage of the agent's time accounted for by the sum of all interaction-processing activities.	
Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics.	Used in:
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Email) • Agent Task Dashboard • Agent Utilization • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

Metric name: % Not Ready Reason Time	Folder: Agent > State and Reason > 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, relative 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 metric returns 0.	
Calculation: Calculated based on the Not Ready Reason Time	Used in:

and Not Ready Time Summarized State metrics.	
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Not Ready Reason Code Report

Metric name: % Not Ready Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.

Calculation: Calculated based on the Not Ready Time and Active Time Summarized State metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Not Ready Reason Code Report • Agent Not Ready Report • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

Metric name: % Occupancy	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel.

This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.

Calculation: Calculated as Active Time minus Ready and Not-Ready time, divided by the difference between Active and Not-Ready time.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active)

		• Agent Task Dashboard
		• Agent Utilization
		• Predictive Routing Agent Occupancy
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Supervisor Dashboard
		• Task Routing Agent Group Summary Activity
		• Task Routing Agent Summary Activity

Metric name: % Omni Busy Time	Folder:
	Agent > State and Reason > Summarized State

Description: The percentage of time 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.

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:** Interval	• Agent Omnichannel Activity Report

Metric name: % Omni Not Ready Time	Folder:
	Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:** Interval	• Agent Omnichannel Activity Report

Metric name: % Omni Occupancy	Folder:
	Agent > State and Reason > Summarized State

Description: The percentage of time that this agent's state was Busy within the reporting interval, relative to the total duration within the interval of the agent's active session, regardless of media channel.

This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.

Calculation: Calculated as AGT_I_MN_SESS_STATE.ACTIVE_TIME minus AGT_I_MN_SESS_STATE.READY_TIME and AGT_I_MN_SESS_STATE.NOT_READY_TIME, divided by the difference between AGT_I_MN_SESS_STATE.ACTIVE_TIME and AGT_I_MN_SESS_STATE.NOT_READY_TIME.		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Interval		

Metric name: % Omni Other State TIme		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login, relative to the total duration within the reporting interval of the agent's active session, regardless of media channel. An agent's state can be neither Ready nor NotReady can occur, for instance, if the switch does not force agent DNs into the Ready state upon login.		
Calculation: Calculated based on the the Other State Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metric.		Used in:
Media type: All Data type: Number Metric type: Interval		• Agent Omnichannel Activity Report

Metric name: % Omni Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session, regardless of media channel.		
Calculation:		Used in:
Media type: Data type: Metric type: Interval		• Agent Omnichannel Activity Report

Metric name: % Omni Wrap Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval, regardless of media channel.		
Calculation: Calculated based on the the Wrap Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.		Used in:
Media type:		

Data type: **Metric type:** Interval		• Agent Omnichannel Activity Report

Metric name: % Other State Time	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login, relative 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.

Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Report (Active) • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

Metric name: % Ready TIme	**Folder:** Agent > State and Reason > Summarized State

Description: The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.

Calculation: Calculated based on the Ready Time and Active Time Summarized State metrics.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Email) • Agent Task Dashboard • Agent Utilization • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard

		• Task Routing Agent Group Summary Activity
		• Task Routing Agent Summary Activity

Metric name: % Wrap Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.

Calculation: Calculated based on the Wrap Time and Active Time Summarized State metrics.	**Used in:**
	• Agent Summarized State
	• Agent Summary Activity Report (Active)
	• Agent Wrap Report
Media type: Voice	• Predictive Routing Agent Occupancy
Data type: Number **Metric type:** Interval	• Predictive Routing Agent Occupancy Report (Interaction Time)
	• Task Routing Agent Group Summary Activity
	• Task Routing Agent Summary Activity

Metric name: Active Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total amount of time that elapsed 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.

If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.

Calculation:	**Used in:**
	• Agent Interval Based Report
	• Agent Not Ready Report
Media type: All	• Agent Summarized State
Data type: Number **Metric type:** Interval	• Agent Summary Activity Email Report
	• Agent Summary Activity Report (Active)

		• Agent Task Dashboard
		• Agent Wrap Report
		• Predictive Routing Agent Occupancy
		• Predictive Routing Agent Occupancy Report (Active Time & Predictive)
		• Predictive Routing Agent Occupancy Report (Interaction Time)
		• Supervisor Dashboard
		• Task Routing Agent Group Summary Activity
		• Task Routing Agent Summary Activity

Metric name: Busy	Folder: Agent > State and Reason > Summarized State

Description: 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.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Interval	**Used in:** This metric is not used in any reports.

Metric name: Busy Time	Folder: Agent > State and Reason > Summarized State

Description: The total duration 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.

Calculation:	Used in:
Media type: All **Data type:** Number **Metric type:** Interval	• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard

| | | • Task Routing Agent Group Summary Activity |
| | | • Task Routing Agent Summary Activity |

Metric name: Not Ready	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total number of times within the interval that this agent was in the NotReady state on a particular media channel.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Interval	This metric is not used in any reports.

Metric name: Not Ready Reason Count	**Folder:**
	Agent > State and Reason > Summarized State

Description: 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.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Interval	• Agent Not Ready Reason Code Report

Metric name: Not Ready Reason Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total amount of time 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.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Interval	• Agent Not Ready Reason Code Report

Metric name: Not Ready Time	**Folder:**
	Agent > State and Reason > Summarized State

Description: The total amount of time 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.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Not Ready Reason Code Report • Agent Not Ready Report • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

Metric name: Omni Active Time	**Folder:** Agent > State and Reason > Summarized State
Description: The total amount of time attributable to the interval between the beginning and end of this agent's login session(s), regardless of media channel. In the scenario in which an agent logs into multiple switches, DNs, and/or queues, this metric 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).	

Calculation:		Used in:
Media type: **Data type:** **Metric type:**		• Agent Omnichannel Activity Report

Metric name: Omni Busy	**Folder:** Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Busy state, regardless of media channel	

Calculation:		Used in:
Media type: **Data type:** **Metric type:**		• Agent Omnichannel Activity Report

Metric name: Omni Busy Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total duration 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, regardless of media channel.

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Agent Omnichannel Activity Report

Metric name: Omni Not Ready	Folder:
	Agent > State and Reason > Summarized State

Description: The number of times the agent entered the Not Ready state, regardless of media channel.

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Agent Omnichannel Activity Report

Metric name: Omni Not Ready Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time within the interval that this agent was in the NotReady state, regardless of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Agent Omnichannel Activity Report

Metric name: Omni Other State Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time that the agent state was neither Ready nor NotReady after login, regardless of 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.

Calculation:	Used in:
Media type:	• Agent Omnichannel Activity Report

Data type: Metric type:		

Metric name: Omni Ready		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Ready state, regardless of media channel.		
Calculation:		**Used in:**
Media type: **Data type:** **Metric type:**		• Agent Omnichannel Activity Report

Metric name: Omni Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time that this agent was in the Ready state, regardless of media channel.		
Calculation:		**Used in:**
Media type: **Data type:** **Metric type:**		• Agent Omnichannel Activity Report

Metric name: Omni Wrap		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Wrap state, regardless of media channel.		
Calculation:		**Used in:**
Media type: All **Data type:** Number **Metric type:**		• Agent Omnichannel Activity Report

Metric name: Omni Wrap Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time 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, regardless of media channel.		
Calculation:		**Used in:**
Media type: All		• Agent Omnichannel Activity Report

Data type: Number **Metric type:** Interval	

Metric name: Other State Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time 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.

Calculation: Calculated based on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics.	**Used in:** • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
Media type: All **Data type:** Number **Metric type:** Interval	

Metric name: Ready	**Folder:** Agent > State and Reason > Summarized State

Description: The total number of times within the interval that this agent was in the Ready state on a particular media channel.

Calculation:	
Media type: All **Data type:** Number **Metric type:** Interval	**Used in:** This metric is not used in any reports.

Metric name: Ready Time	**Folder:** Agent > State and Reason > Summarized State

Description: The total amount of time that this agent was in the Ready state for a particular media type.

Calculation:	**Used in:**
Media type:	

Data type: **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity

Metric name: Start Date Time Key	**Folder:** Agent > State and Reason > Summarized State
Description: This metric 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.	
Calculation:	

Media type: All **Data type:** Number **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: State Reason	**Folder:** Agent > State and Reason > Summarized State
Description: Total number of times this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures.	
Calculation:	

Media type: **Data type:** **Metric type:** Interval	**Used in:** This metric is not used in any reports.

Metric name: State Reason Time	**Folder:** Agent > State and Reason > Summarized State
Description: The total amount of time 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.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		This metric is not used in any reports.

Metric name: Wrap	**Folder:** Agent > State and Reason > Summarized State

Description: The total number of times 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.

Calculation: Calculated based on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics.		Used in:
Media type: All **Data type:** Number **Metric type:** Interval		• Agent Summary Activity Report

Metric name: Wrap Time	**Folder:** Agent > State and Reason > 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.

Calculation:		Used in:
Media type: **Data type:** **Metric type:** Interval		• Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity