

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Agent Metrics

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

Related documentation:

- •
- •
- .

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
- Accepted

- · Accepted Thread
- Accepted Unique
- Actionability
- Agent Queue A Group Combination
- Agent Queue Q Group Combination
- · Agent Disconnect First
- · Avg Actionability Score
- Avg Conference Accepted Handle Time
- · Avg Consult Initiated Time
- · Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- · Avg Engage Time
- · Avg Handle Time
- · Avg Hold Time
- · Avg Influence Score
- · Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- · Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Transfer Initiated Handle Time
- 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
- Accepted Others

- · Accepted Thread
- · Accepted Unique
- Actionability
- · Agent Disconnect First
- · Avg Actionability Score
- · Avg Consult Initiated Time
- · Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- · Avg Engage Time
- Avg Handle Time
- · Avg Hold Time
- · Avg Influence Score
- · Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- · Avg Wrap Time
- · Conference Initiated
- Conference Received Accepted
- · Consult Initiated
- · Consult Initiated Time
- · 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
- 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 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: This metric is not used in any reports.

Folder: Agent > Activity

Metric name: % Abandoned	d 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 Offered Business Attribute metron	3	
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		Used in: 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 Accepted Activity metrics.	on the Transfer Initiated and	Used in:
		 Agent Group Business Attribute Report
		 Agent Group Interaction Handling Report
Media type: All		Agent Performance Dashboard
Data type: Number Metric type: Disposition	Agent Report	
	Agent Task Dashboard	
		Agent Utilization Email Report
		Agent Utilization Report
		Task Routing Agent Activity

		Task Routing Agent Group Activity
Metric name: % Transfer Re	eceived Accepted	Folder:
		Agent > Activity
Description: The description of	of this metric depends on the attr	ibutes and filters in the report query:
 Agent Attribute: The percent (warm or blind) to this agent 		ctions that were successfully transferred
	percentage of accepted customer to agents who belong to this age	r interactions that were successfully nt group.
Calculation: Calculated based and Accepted Agent Queue me		Used in:
Media type: All		Agent Group Interaction Handling
Data type: Number Metric type: Disposition		Report
Metric name: Abandoned I	nviting	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).		
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat,		pending on GCXI Project attributes).
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync)		pending on GCXI Project attributes). Used in:
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat,		pending on GCXI Project attributes). Used in: Agent Conduct Report
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number		 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number		 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard Agent Report
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition Metric name: Accepted	, Group, or Agent and Queue, de	 Used in: Agent Conduct Report Agent Performance Dashboard Agent Report Folder:
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition Metric name: Accepted Description: The description of	of this metric varies depending or	 Used in: Agent Conduct Report Agent Performance Dashboard Agent Report Folder: Agent > Activity
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition Metric name: Accepted Description: The description of accepted, answered, pulled Agent Group Attributes: The	of this metric varies depending or number of times that customer in , or initiated by this agent.	 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard Agent Report Folder: Agent > Activity attributes and filters in the report query: teractions or warm consultations were
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition Metric name: Accepted Description: The description of accepted, answered, pulled Agent Group Attributes: The	of this metric varies depending or number of times that customer in , or initiated by this agent. total number of times that custo pulled, or initiated by agents who	 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard Agent Report Folder: Agent > Activity attributes and filters in the report query: teractions or warm consultations were
were alerting/ringing (for Agent Calculation: Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition Metric name: Accepted Description: The description of accepted, answered, pulled Agent Group Attributes: The were accepted, answered, pulled	of this metric varies depending or number of times that customer in , or initiated by this agent. total number of times that custo pulled, or initiated by agents who	 pending on GCXI Project attributes). Used in: Agent Conduct Report Agent Performance Dashboard Agent Report Folder: Agent > Activity attributes and filters in the report query: teractions or warm consultations were

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:	Head in
Media type: Async	Used in:
Data type: Number Metric type: Disposition	Agent Interaction Hierarchy Report

Metric name: Accepted Unique	Folder:
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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

Data type: Number Metric type: Disposition

Used in:

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

Data type: Number Metric type: Disposition

Used in:

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 OUTLIF aggregate table(s) only

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 - 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:

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 ReportAgent Performance DashboardAgent 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 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. Media type: All Data type: Number Metric type: Disposition Folder: Agent > Activity Used in: • 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)	Agent Performance DashboardAgent Report
Data type: Number Metric type: Disposition	Agent Utilization Report

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

- 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	 Agent Group Business Attribute Report
Chat)	Agent Performance Dashboard
Data type: Number Metric type: Disposition	Agent Report
Hearte type: Disposition	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 Name and Consult Received Accepted Warm Activity metri	ics.
Media type: Voice Data type: Number Metric type: Disposition	Agent Performance DashboardAgent ReportAgent 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:

- Agent Performance Dashboard
- Agent Report
- · Agent Utilization Report

Media type: Voice

Data type: Number
Metric type: Disposition

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:

- Agent Activity
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- · Agent Outbound Campaign Report
- Agent Performance Dashboard

Media type: All

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

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:

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 Ha of Accepted Interactions and R	Used in:
	Agent Activity
	Agent Conduct Report
	 Agent Group Business Attribute Report
	 Agent Group Interaction Handling Report
	Agent Interaction Hierarchy Report
Media type: All	Agent Outbound Campaign Report
Data type: Number	Agent Performance Dashboard
Metric type: Disposition	Agent Report
	Agent Task Dashboard
	Agent Utilization Email Report
	Agent Utilization Report
	Supervisor Dashboard
	Task Routing Agent Activity
	Task Routing Agent Group Activity

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 Used in: Activity metrics. Agent Activity · Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Outbound Campaign Report Media type: Voice · Agent Performance Dashboard Data type: Number Metric type: Disposition 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	Used in:
Data type: Number Metric type: Disposition	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.

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

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 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.

Data type: Number Metric type: Dispotion

Media type: All

Used in:

- Agent Activity
- · 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 Used in: Offered with Satisfaction Activity metrics. Agent Activity Media type: All Task Routing Agent Activity Data type: Number Metric type: Disposition • Task Routing Agent Group Activity Folder: **Metric name: Avg Sentiment Score** 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:** Used in: Media type: All • Agent Social Engagement Report Data type: Number Metric type: Disposition Metric name: Avg Transfer Accepted Handle Time Folder: Introduced: 100.0.027.0001 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 Used in:

and Transfer Received Accepted metrics.	osca IIII
Media type: All	Agent Transfer Summary Report
Data type: Number Metric type: Disposition	Transfer Dashboard

Metric name: Avg Transfer Initiated Handle Time
Introduced: 100.0.027.0001

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

Folder:

Agent > Activity

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:
	Agent Activity
	Agent Conduct Report
	 Agent Group Business Attribute Report
	 Agent Group Interaction Handling Report
Media type: Voice	Agent Outbound Campaign Report
Data type: Number	Agent Performance Dashboard
Metric type: Disposition	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 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: Media type: All (except Email) This metric is not used in any reports.

Data type: Number Metric type: Disposition **Metric name: Conference Initiated** Folder: Introduced: 100.0.027.0001 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 • Agent Transfer Summary Report Fmail) · Agent Utilization Report Data type: Number Metric type: Disposition · Transfer Dashboard **Metric name: Conference Offered** Folder: Introduced: 100.0.027.0001 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:** Media type: Agent Transfer Summary Report Data type: · Transfer Dashboard Metric type: Disposition Folder: **Metric name: Conference Received Accepted** 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 · Agent Utilization Report Email)

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 ReportAgent ReportAgent 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 ReportTransfer 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)	Agent Group Business Attribute Report
Data type: Number Metric type: Disposition	Agent Interval Based ReportAgent 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	Used in:
Data type: Number Metric type: Disposition	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

Media type: All (except

Chat)

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

Used in:

- Agent Group Business Attribute Report
- Agent Interval Based Report
- Agent Performance Dashboard
- Agent Report
- 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	Used in:
Data type: Number Metric type: Disposition	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

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

- · Agent Performance Dashboard
- · Agent Report

Metric name: Consult Received Warm Wrap

Folder:

Agent > Activity

Description: This metric is no longer populated.

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

Metric name: Consult Received Warm Wrap Time

Polder:
Agent > Activity

Discontinued: 9.0

Description: This metric is no longer populated.

Calculation:

Media type: Voice
Data type: Number
Metric type: Dispostion

Metric type: Dispostion

Folder:
Agent > Activity

Used in:

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

Metric name: Engage	Folder:
Introduced: 100.0.029.0000	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	Used in:
Data type: Number Metric type: Disposition	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:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Focus Time		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:		Used in:
Data type:		This metric is not used in any reports.

Data type: Metric type: Disposition

Folder: **Metric name: Group Combination** 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: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Folder: Metric name: Handle Time 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 Used in: Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics. • Agent Group Business Attribute Report Media type: All • Agent Performance Dashboard Data type: Number Metric type: Disposition Agent Report Folder: Metric name: Hold 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: · Agent Interval Based Report Media type: Voice · Agent Performance Dashboard Data type: Number Agent Report Metric type: Disposition · Agent Utilization Report Folder: **Metric name: Hold Time** 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.

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:	Used in:	
Media type: All Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Folder:	
Metric name: Invite	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/dialin	ng first occurred.	
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Folder:	
Metric name: Invite Time	Agent > Activity	
	. 190.1.2	

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 DashboardAgent ReportAgent 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 AcAgent Int	tivity eraction 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 Folder: Metric name: Offered with Actionability 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition

Folder: Metric name: Offered with Influence 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: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition

Folder: Metric name: Offered with Revenue 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 Folder: Metric name: Offered with Satisfaction 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Offered with Sentiment 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: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Rejected 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: Agent Conduct Report Agent Performance Dashboard Media type: All · Agent Task Dashboard Data type: Number · Agent Utilization Email Report Metric type: Disposition 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:	Head to
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
Media type: All	Agent Group Business Attribute Report
Data type: Number Metric type: Disposition	Agent Group Interaction Handling Report
	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.

by agents who belong to this ag	ne group.
Calculation:	Used in:
Media type: All	Agent Group Business Attribute
Data type: Number Metric type: Disposition	Report Report

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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Sentiment Score** 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Short** 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 shortengagement threshold. **Calculation:** Used in: Media type: All · Agent Conduct Report Data type: Number Metric type: Disposition Folder: **Metric name: Start Date Time Key** 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: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: 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.

Media type: All

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

Used in:

• Agent Transfer Summary Report

• Transfer Dashboard

Metric name: Transfer Accepted Time

Introduced: 100.0.027.0001

Folder:

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

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

Used in:

This metric is not used in any reports.

Metric name: Transfer Accepted Warm

Introduced: 100.0.027.0001

Folder:

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:

Media type: All

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

Used in:

• Agent Transfer Summary Report

· 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 Agent Report Media type: All · Agent Task Dashboard Data type: Number Metric type: Disposition · Agent Utilization Email Report · 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 Used in: metrics. Agent Transfer Summary Report Media type: All · Transfer Dashboard Data type: Number 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

Introduced: 100.0.027.0001

Folder:

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

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Transfer Offered

Introduced: 100.0.027.0001

Folder:

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:

Media type: All

Data type: Number Metric type: Disposition

Used in:

- 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:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

 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 This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Wrap Time** 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: Agent Group Business Attribute Report Media type: Voice · Agent Outbound Campaign Report Data type: Number Metric type: Disposition · 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 Folder: **Metric name: % Transfer Received Accepted** 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: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Abandoned Inviting 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, Used in: Open (sync) This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Accepted** 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 ReportAgent 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 Calculation: Calculated based on the (Agent > Activity > Queue) Accepted and Accepted Agent Queue metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Accepted Thread** 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Accepted Unique 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Actionability** Agent > Activity > Queue **Description:** The total score, assigned to interactions that were handled by this agent and distributed from this gueue, 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

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

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

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

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.

Media type: All

Data type: Number Metric type: Disposition Used in:

This metric is not used in any reports.

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.

Media type: All (except

Chat)

Used in:

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.

Media type: All (except

Chat)

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

Used in:

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.

Media type: Voice

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

Used in:

This metric is not used in any reports.

Metric name: Avg Consult Received Warm Wrap Time

Folder:

Agent > Activity > Queue

Discontinued: 9.0

Description: This metric is no longer populated.

Calculation: Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap

metrics.

Media type: Voice

Used in:

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.

Wedia type: Voice

This metric is n

Data type: Number
Metric type: Disposition

This metric is not used in any reports.

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:

· Agent Queue Report

Data type: Number Metric type: Disposition

Media type: All

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.

Media type: All

Used in:

· Agent Queue Report

Data type: Number Metric type: Disposition Folder: Metric name: Avg Hold Time Agent > Activity > Queue **Description:** The average amount of time that agents had customer interactions, distributed from this aueue, 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 · Agent Queue Report Data type: Number Metric type: Disposition Folder: Metric name: Avg Influence Score 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 This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Invite Time 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.

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

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.

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

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

Media type: All

Data type: Number Metric type: Disposition

Used in:

Agent Social Engagement Report

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:** Used in: Media type: Voice · Agent Queue Report Data type: Number Metric type: Disposition Folder: **Metric name: Conference Initiated** 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 gueue 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 Used in: email) This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Conference Received Accepted** 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Consult Initiated** 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 This metric is not used in any reports. Chat)

Data type: Number Metric type: Disposition Folder: Metric name: Consult Initiated Time 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 Used in: Chat) This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Consult Received Accepted** 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:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Folder: **Metric name: Consult Received Accepted Warm** 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: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Consult Received Hold 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** Folder: Agent > Activity > Queue Discontinued: 9.0 **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** Folder: Agent > Activity > Queue **Discontinued: 9.0 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 Folder: **Metric name: Consult Received Wrap** 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 Folder:

Metric name: Consult Received Wrap Time

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) Data type: Number Metric type: Disposition Wedia type: Number Number

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 · Agent Queue Report Data type: Number Metric type: Disposition Folder: **Metric name: Focus** 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: This metric is not used in any reports. Data type: Metric type: Disposition Folder: **Metric name: Focus Time** 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: This metric is not used in any reports. Data type: Metric type: Disposition Folder: **Metric name: Handle Time** 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 This metric is not used in any reports. Data type: Number Metric type: Disposition

Metric name: Hold	Folder: Agent > Activity > Queue	
Description: The total number of times within the interval the distributed from this queue) on hold.	at this agent had customer calls (that were	
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Folder:	
Metric name: Hold Time	Agent > Activity > Queue	
Description: The total amount of time that agents had custon hold. This metric counts all held durations for interactions, we more than once.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	Agent Queue Report	
Metric name: Influence Score	Folder:	
Metric name: Influence Score	Folder: Agent > Activity > Queue	
Metric name: Influence Score Description: The total score that represents the customer clocustomer interactions that were distributed from this queue and	Agent > Activity > Queue out that has amassed on social networks for	
Description: The total score that represents the customer clo	Agent > Activity > Queue out that has amassed on social networks for	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue and	Agent > Activity > Queue out that has amassed on social networks for	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue at Calculation:	Agent > Activity > Queue out that has amassed on social networks for and handled by this agent.	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue at Calculation: Media type: All Data type: Number	Agent > Activity > Queue out that has amassed on social networks for and handled by this agent. Used in: This metric is not used in any reports.	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue at Calculation: Media type: All Data type: Number	Agent > Activity > Queue out that has amassed on social networks for handled by this agent. Used in:	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue an Calculation: Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue out that has amassed on social networks for and handled by this agent. Used in: This metric is not used in any reports.	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue an Calculation: Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue Out that has amassed on social networks for and handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue were distributed from this queue that apted plus the total number of dials that the	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue and Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Invite Description: The total number of customer interactions that alerted or rang at this agent before the interactions were access.	Agent > Activity > Queue Out that has amassed on social networks for and handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue were distributed from this queue that apted plus the total number of dials that the d.	
Description: The total score that represents the customer clocustomer interactions that were distributed from this queue at Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Invite Description: The total number of customer interactions that alerted or rang at this agent before the interactions were accessagent performed, where the calls were successfully established. This metric is attributed to the interval in which the alerting/dialing first occur.	Agent > Activity > Queue Out that has amassed on social networks for and handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue were distributed from this queue that apted plus the total number of dials that the d.	

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

Folder: Metric name: Invite Time

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 aueue.

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

Folder: **Metric name: Not Accepted**

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

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: Agent Group Queue Business Media type: All

Data type: Number Attribute Report Metric type: Disposition Folder: Metric name: Offered with Actionability 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Offered with Influence 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Offered with Revenue 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Offered with Satisfaction** 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:** Used in: Media type: All

Data type: Number
Metric type: Disposition

This metric is not used in any reports.

Metric name: Offered with Sentiment

Polder:
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

Data type: Number

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:

Metric type: Disposition

- 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 distributed from this queue and		erval by customer interactions that were
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 Sc	ore	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

Data type: Number

Metric type: Disposition

Used in:

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

Data type: Number Metric type:

Used in:

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

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

Used in:

 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 Data type: Number Attribute Report Metric type: Disposition Folder: **Metric name: Wrap** 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: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Wrap Time** 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:** Used in: Media type: Voice · Agent Queue Report Data type: Number Metric type: Disposition

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 This metric is not used in any reports. Data type: Number Metric type: Detail Folder: **Metric name: Start DateTime Key** 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 This metric is not used in any reports. Data type: Number Metric type:

Folder: Agent > Detail > Session

Metric name: Active Time		Folder: Agent > Detail > Session
Description: The total amount of time that elapsed between the session(s) on a particular media channel, irrespective of the interoccurs. If an agent logs into multiple DNs, login duration is meast agent logs in to the first DN to the moment at which the agent is agent's session was still active when the data was compiled, the in the reports. If the agent is not forcibly logged out when the calendar dates ends, login duration.		ervals in which the resource session sured from the moment at which the sono longer logged in to any DN. If the eragent's session duration appears as null
Calculation: Media type: All Data type: Number Metric type: Detail		Used in: • Agent Login-Logout Details Report
Metric name: Group Combi	nation 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Folder: Metric name: Start DateTime Key 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type:

Folder: Agent > Detail > State

Metric name: Duration	Folder: Agent > Detail > State	
Description: The difference between the beginning	ng and end of the agent's interaction-related state.	
Calculation:	Used in:	
Media type: All		
Data type: Number Metric type: Detail	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 Ti	me Key	Folder: Agent > Group Membership
Description: This metric is res the RESOURCE_GROUP_FACT hi		a key for a particular date and time from
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 the consult interactions that the agent received, relative to the agent's active session on a particular media channel.	3
Calculation: Calculated based on the Interaction State > Consult Received Time and Summarized State > Active Time metrics.	e • Agent Interval Based Report
Media type: All (Except Chat)	 Agent Summary Activity Report (Interaction)

Data type: Number Metric type: Interval Folder: Metric name: % Engage Time 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 > Used in: Engage Time and Summarized State > Active Time metrics. · Agent Interaction State · Agent Interval Based Report Media type: All · Agent Summary Activity Report Data type: Number (Interaction) Metric type: Interval Supervisor Dashboard Folder: **Metric name: % Hold Time** 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 > Used in: Hold Time and Summarized State > Active Time metrics. · Agent Interaction State Agent Interval Based Report Media type: Voice Agent Summary Activity Report Data type: Number (Interaction) Metric type: Interval · Supervisor Dashboard Folder: **Metric name: % Invite Time** 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 Used in: State and Active Time Summarized State metrics. · Agent Interaction State Media type: All

Data type: Number

Metric type: Interval

· 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:

- · Agent Interaction State
- Agent Interval Based Report

Data type: Number Metric type: Interval

Media type: Voice

· 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.

Media type: Voice, Chat

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

Used in:

· 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.

Media type: Voice

Data type: Number Metric type: Interval

Used in:

· 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:

- Agent Activity
- Agent Conduct Report
- Agent Group Business Attribute Report
- Agent Group Interaction handling Report
- Agent Interval Based Report
- Agent Performance Dashboard

Calculation

Media type: All

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

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 Eve	entually	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 ReportAgent 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

Media type: All (except

Chat)

Data type: Number Metric type: Disposition

Used in:

- Agent Group Business Attribute Report
- · Agent Interval Based Report
- Agent Performance Dashboard
- Agent Report
- 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 Data type: Number Metric type: Disposition	Agent Performance DashboardAgent Report

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:
	 Agent Group Business Attribute Report
	Agent Interaction State
	Agent Interval Based Report
Media type: All	Agent Outbound Campaign Report
Data type: Number Metric type: Disposition	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 combination from the SM_RES_STATE_FACT table	l use to employ a key for a particular resource-group
Calculation:	
Media type: All	Used in:
Data type: Number Metric type:	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

• 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:
	Agent Group Business Attribute Report
	Agent Interval Based Report
Media type: Voice	Agent Outbound Campaign Report
Data type: Number Metric type: Disposition	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:

- Agent Interaction State
- Agent Summary Activity Report (Interaction)
- · Supervisor Dashboard

Media type: All

Data type: Number Metric type: Interval

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:

Media type: All

Data type: Number

Metric type: Interval

Used in:

• 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:

Metric name: Not Ready In

• 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.

Media type: All

Data type: Number
Metric type: Interval

Data type: Interval

Used in:

This metric is not used in any reports.

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

Used in:

• 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:

Media type: All

Data type: Number Metric type: Interval

Used in:

• Agent Not Ready Report

Metric name: Not Ready Out

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

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 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

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

Used in:

· 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
- · Agent Report
- · Agent Task Dashboard
- · Agent Utilization Email Report
- · Agent Utilization Report
- Predictive Routing Agent Dashboard

Calculation.

Media type: All

Data type: Number Metric type: Disposition

 Predictive Routing Agent Occupancy Report (Active Time and Predictive) Supervisor Dashboard · Task Routing Agent Activity Task Routing Agent Group Activity Folder: Metric name: Wrap In Agent > State and Reason > Interaction State **Description:** The total number of times that this agent received customer calls while in ACW (Wrap) **Calculation:** Used in: Media type: Voice · Agent Utilization Data type: Number · Agent Wrap Report Metric type: Interval Folder: **Metric name: Wrap In Time** 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 Folder: **Metric name: Wrap Out** 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 Folder: **Metric name: Wrap Out Time** Agent > State and Reason > Interaction State

that the agent initiated while in	ndling internal or outbound interactions includes dial time, hold time, and time of ated in while in ACW state.
Calculation:	
Media type: Voice	Used in:
Data type: Number Metric type: Interval	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 agent(s) login session(s) on a page		val between the beginning and end of the
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 so	core of the agents to whom the i	nteractions 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 Sc	ore	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The average ager	nt score during the period when	Predictive Routing was active.

Calculation: Calculated based (gpmAgentScore), divided by th where Predictive Routing was a	ne total number of interactions	Used in: • Predictive Routing Agent Occupancy
Media type:		Dashboard
Data type: Metric type: Interval		 Predictive Routing Agent Occupancy Report (Active Time and Predictive)

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. Weed in: 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 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 Poscription: 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:	Metric name: % Busy Time		Folder:
activities. Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics. 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 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 provies of the particular media channel. If no reason codes have been set up in your environment, this metric returns 0.			Agent > State and Reason > Summarized State
Time Summarized State metrics. • 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.		of the agent's time accounted for	by the sum of all interaction-processing
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.			Used in:
Media type: All Data type: Number Metric type: Interval Metric name: % Not Ready Reason Time Pediatributed 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.		3	Agent Summarized State
Media type: All Data type: Number Metric type: Interval Metric type: Interval 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.			Agent Summary Activity Email Report
Media type: All Data type: Number Metric type: Interval 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.			
Predictive Routing Agent Occupancy 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.			Agent Task Dashboard
Data type: Number Metric type: Interval 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.	Media type: All		Agent Utilization
Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity Task Routing Agent Summary Activity 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.			• Predictive Routing Agent Occupancy
Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity Task Routing Agent Summary Activity Folder:			
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.			Supervisor Dashboard
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.			
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.			Task Routing Agent Summary Activity
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.			
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.	Metric name: % Not Ready	Reason Time	
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.			Agent > State and Reason > Summarized State
Calculation: Calculated based on the Not Ready Reason Time Used in:	can be attributed to a specific haduration within the interval for	nardware or software reason code a particular media channel. If no	e, relative to the agent's total NotReady
	Calculation: Calculated based	on the Not Ready Reason Time	Used in:

	ed State metrics.	
Media type: All Data type: Number Metric type: Interval		Agent Not Ready Reason Code Repor
Metric name: % Not Ready	Time	Folder:
		Agent > State and Reason > Summarized State
		nis agent's state was NotReady, relative to on on a particular media channel.
Calculation: Calculated based Active Time Summarized State		Used in:
		Agent Not Ready Reason Code Report
		Agent Not Ready Report
		Agent Summarized State
		Agent Summary Activity Email Report
		 Agent Summary Activity Report (Active)
Media type: All		Agent Task Dashboard
Data type: Number Metric type: Interval		• Predictive Routing Agent Occupancy
		 Predictive Routing Agent Occupancy Report (Interaction Time)
		Supervisor Dashboard
		 Task Routing Agent Group Summary Activity
		Task Routing Agent Summary Activity
Matria nama 2/ Occurran		Folder:
Metric name: % Occupancy		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 Act Ready time, divided by the diffe Not-Ready time.	rive Time minus Ready and Not- erence between Active and	Used in:Agent Summarized State
•		Agent Summary Activity Email Report
Media type: All		
Data type: Number Metric type: Interval		 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:

Data type:

Metric type: Interval

Used in:

· 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:

Data type:

Metric type: Interval

Used in:

• 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 Used in: difference between AGT I MN SESS STATE.ACTIVE TIME and AGT I MN SESS STATE.NOT READY TIME. This metric is not used in any reports. Media type: All Data type: Number Metric type: Interval Folder: Metric name: % Omni Other State Time 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 • Agent Omnichannel Activity Report Data type: Number Metric type: Interval Folder: Metric name: % Omni Ready Time 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: · Agent Omnichannel Activity Report Data type: Metric type: Interval Folder: Metric name: % Omni Wrap Time 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 Stat	e Time	Folder:
		Agent > State and Reason > Summarized State
	ter login, relative to the total du	his agent's state was unknown (that is, uration within the interval of the agent's
The situation in which an agent's state DNs into the Ready state upon login.	is neither Ready nor NotReady can occu	ur if the switch, for instance, does not force agents'
Calculation: Calculated based Active Time Summarized State		Used in:
Active Time Summanzed State	metrics.	Agent Summarized State
		 Agent Summary Activity Report (Active)
Media type: All		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 Activit
Matria nama 0/ Banda Tim		Folder:
Metric name: % Ready TIm	e	Agent > State and Reason > Summarized State
	of time within the interval that that the of the agent's active session of	his agent's state was Ready, relative to thon a particular media channel.
	on the Ready Time and Active	Used in:
Time Summarized State metric	5.	Agent Summarized State
		Agent Summary Activity Email Repo
		Agent Summary Activity Report (Email)
Media type: All		Agent Task Dashboard
Data type: Number		Agent Utilization
Metric type: Interval		Prodictive Pouting Agent Occupancy

• 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.

- · Agent Summarized State
- Agent Summary Activity Report (Active)
- · Agent Wrap Report
- Predictive Routing Agent Occupancy
- Predictive Routing Agent Occupancy Report (Interaction Time)
- Task Routing Agent Group Summary Activity
- Task Routing Agent Summary Activity

Media type: Voice

Data type: Number Metric type: Interval

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

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: Interval

- Agent Interval Based 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 (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:

- 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

Media type: All

Data type: Number Metric type: Interval

		 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 a particular media channel.	of times within the interval that	this agent was in the NotReady state on
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.
Metric name: Not Ready Re	eason Count	Folder:
		Agent > State and Reason > Summarized State
		Agent > State and Reason > Summanzed State
	r of times within the interval that luding instances of Do Not Distur	this agent was in the NotReady state on
		this agent was in the NotReady state on b, if configured) for this reason.
a particular media channel (inc		this agent was in the NotReady state on
a particular media channel (inc		this agent was in the NotReady state on b, if configured) for this reason.
a particular media channel (inc Calculation: Media type: All Data type: Number		this agent was in the NotReady state on b, if configured) for this reason. Used in:
a particular media channel (inc Calculation: Media type: All Data type: Number Metric type: Interval	luding instances of Do Not Distur	this agent was in the NotReady state on b, if configured) for this reason. Used in:
a particular media channel (inc Calculation: Media type: All Data type: Number	luding instances of Do Not Distur	this agent was in the NotReady state on b, if configured) for this reason. Used in: Agent Not Ready Reason Code Report
a particular media channel (inc Calculation: Media type: All Data type: Number Metric type: Interval Metric name: Not Ready Re Description: The total amount	eason Time of time within the interval that t	this agent was in the NotReady state on b, if configured) for this reason. Used in: Agent Not Ready Reason Code Report Folder:
a particular media channel (inc Calculation: Media type: All Data type: Number Metric type: Interval Metric name: Not Ready Re Description: The total amount	eason Time of time within the interval that t	this agent was in the NotReady state on b, if configured) for this reason. Used in: Agent Not Ready Reason Code Report Folder: Agent > State and Reason > Summarized State this agent was in the NotReady state on a

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.

Data type: Number Metric type: Interval • Agent Not Ready Reason Code Report

Calculation:		Used in:
Media type: All Data type: Number Metric type: Interval		 Agent Not Ready Reason Code 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
agent's login session(s), regard switches, DNs, and/or queues, DN/queue (if this login falls witl	lless of media channel. In the sce this metric starts the moment at	val between the beginning and end of this enario in which an agent logs into multiple which the agent logs in to the first switch/moment at which the agent is no longer erval).
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 ti	mes 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 Re	ady	Folder:	
		Agent > State and Reason > Summarized State	
Description: The number of ti	mes the agent entered the Not R	eady state, regardless of media channel.	
Calculation:			
Media type:		Used in:	
Data type: Metric type:		Agent Omnichannel Activity Report	
Metric name: Omni Not Re	ady Time	Folder:	
Metric name: Omni Not Re	ady Time	Folder: Agent > State and Reason > Summarized State	
Description: The total amount	t of time within the interval that t		
Description: The total amount regardless of media channel (ir	t of time within the interval that t	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a	
Description: The total amoun regardless of media channel (ir reason was indicated.	t of time within the interval that t	Agent > State and Reason > Summarized State this agent was in the NotReady state,	
Description: The total amount regardless of media channel (in reason was indicated. Calculation:	t of time within the interval that t	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a	
Description: The total amount regardless of media channel (in reason was indicated. Calculation: Media type: Data type:	t of time within the interval that t	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a Used in:	
Description: The total amount regardless of media channel (in reason was indicated. Calculation: Media type: Data type:	t of time within the interval that t ncluding Do Not Disturb duration,	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a Used in:	
Description: The total amount regardless of media channel (in reason was indicated. Calculation: Media type: Data type: Metric type:	t of time within the interval that t ncluding Do Not Disturb duration,	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a Used in: Agent Omnichannel Activity Report	
Description: The total amount regardless of media channel (in reason was indicated. Calculation: Media type: Data type: Metric type: Metric name: Omni Other State of media channel. The total amount regardless of media channel.	t of time within the interval that the cluding Do Not Disturb duration, State Time t of time that the agent state was the situation in which the state of	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a Used in: Agent Omnichannel Activity Report Folder:	
Description: The total amount regardless of media channel (in reason was indicated. Calculation: Media type: Data type: Metric type: Metric name: Omni Other S Description: The total amount regardless of media channel. Tusually occurs upon first login in	t of time within the interval that the cluding Do Not Disturb duration, State Time t of time that the agent state was the situation in which the state of	Agent > State and Reason > Summarized State this agent was in the NotReady state, if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State s neither Ready nor NotReady after login, an agent is neither Ready nor NotReady	

Data type: Metric type:		
Metric name: Omni Ready		Folder: Agent > State and Reason > Summarized State
Calculation: Media type:	mes the agent entered the Ready	y state, regardless of media channel.Used in:Agent Omnichannel Activity Report
Data type: Metric type:		
Metric name: Omni Ready	Time	Folder: Agent > State and Reason > Summarized State
Description: The total amount channel.	t of time that this agent was in th	ne Ready state, regardless of media
Calculation:		Used in:
Media type: Data type: Metric type:		Agent Omnichannel Activity Report
Metric name: Omni Wrap		Folder: Agent > State and Reason > Summarized State
-	mes 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
		Folder:
Metric name: Omni Wrap T	ime	Agent > State and Reason > Summarized State
		this agent spent in ACW (Wrap) state an interaction, regardless of media
Calculation:		Used in:
Media type: All		Agent Omnichannel Activity Report

Data type: Number Metric type: Interval			
Metric name: Other State	Гіте	Folder:	
		Agent > State and Reason > Summarized State	
login to a particular media chai	nnel. The situation in which the st	ent was neither Ready nor NotReady after tate of an agent is neither Ready nor ce, does not force agents into the Ready	
Calculation: Calculated based Time, Ready Time, Not Ready T		Used in:	
Summarized State metrics.		 Agent Summarized State 	
		 Agent Summary Activity Report (Active) 	
		Agent Task Dashboard	
		Predictive Routing Agent Occupancy	
Media type: All Data type: Number		Predictive Routing Agent Occupancy Report (Interaction Time)	
Metric type: Interval		Supervisor Dashboard	
		Task Routing Agent Group Summary Activity	
		Task Routing Agent Summary Activity	
Matric para Pandy		Folder:	
Metric name: Ready		Agent > State and Reason > Summarized State	
Description: The total numbe particular media channel.	r of times within the interval that	this agent was in the Ready state on a	
Calculation:			
Media type: All		Used in:	
Data type: Number Metric type: Interval		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:		Head in	
Media type:		Used in:	

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		Used in:		
Data type: Number		This metric is not used in any reports.		
Metric type:				
Matria wassa Chata Bassas Folder:				
Metric name: State Reason				
		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:		Used in:		
Data type:		This metric is not used in any reports.		
Metric type: Interval				

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:

Media type: All

Data type: Number Metric type: Interval

Used in:

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.

Media type: All

Data type: Number Metric type: Interval

Data type: Interval

Data type: Interval

Data type: Interval

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