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Genesys CX Insights Multicloud Projects Reference Guide

Billing Data Metrics

Contents

- 1 Folder: Billing Data

Metrics that you can use to build billing-related reports.

Related documentation:

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RSS:

- [For private edition](#)

Important

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

The Billing Data folder contains objects that enable the organization and measurement of customer usage data related to billing.

Note the following:

- Unless otherwise 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.

Billing Data

- Concurrent User Count
- IVR Minutes

- Named User Count

- Peak IVR Ports

- Resource Key BDS

Folder: Billing Data

Metric name: Concurrent User Count Introduced: 100.0.023.0000		Folder: Billing Data
Description: The peak number of unique agents that were concurrently logged in for a voice media type, during the selected period.		
Calculation: Sum([Seats Voice Concurrent])		Used in: <ul style="list-style-type: none">• Inbound Voice Report
Media type: Data type: Metric type:		
Metric name: IVR Minutes Introduced: 100.0.023.0000		Folder: Billing Data
Description: The total number of minutes for all self-service applications used by Genesys Voice Platform (GVP), for the specified tenant. This metric includes time spent in queue.		
Calculation: Sum([GVP Minutes])		Used in: <ul style="list-style-type: none">• IVR Usage Report
Media type: Data type: Metric type:		
Metric name: Named User Count Introduced: 100.0.023.0000		Folder: Billing Data
Description: The number of agents who logged in for a voice media type at least once during the selected month. This value is a running total, so for a given day, it shows the total so far during the selected month.		
Calculation: Sum([Seats Voice])		Used in: <ul style="list-style-type: none">• Inbound Voice Report
Media type: Data type: Metric type:		

Metric name: Peak IVR Ports Introduced: 100.0.023.0000		Folder: Billing Data
Description: Peak usage of GVP treatment applied to calls within GVP, for the specified tenant.		
Calculation: Sum([GVP Ports])		Used in: <ul style="list-style-type: none"> • IVR Usage Report
Media type: Data type: Metric type:		
Metric name: Resource Key BDS Introduced: 100.0.023.0000		Folder: Billing Data
Description: This metric is used for internal computations.		
Calculation: Count([Resource Key BDS])		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		