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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]) Media type: Data type: Metric type:	Used in: <ul style="list-style-type: none"> • Inbound Voice Report
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 Genesysy Voice Platform (GVP), for the specified tenant. This metric includes time spent in queue.	
Calculation: Sum([GVP Minutes]) Media type: Data type: Metric type:	Used in: <ul style="list-style-type: none"> • IVR Usage Report
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]) Media type: Data type: Metric type:	Used in: <ul style="list-style-type: none"> • Inbound Voice Report

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