

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Business Attribute Metrics

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Metrics that you can use to build reports based on business attributes.

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*.

The Business Attribute folder contains numerous metrics that you can use to build reports based on business attribute-related objects.

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.

Business Attribute

• There are no metrics in this folder

Business Attribute > BA Call

Survey

There are no metrics in this folder

Business Attribute > BA Consults

- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- · Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Engage Time
- Consult Received Engage Warm Time
- · Consult Received Hold
- Consult Received Hold Time
- · Consult Received Invite
- · Consult Received Invite Time
- · Consult Received Invite Warm
- Consult Received Invite Warm Time
- · Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Hold Time
- · Consult Received Warm Time
- · Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- · Consult Received Wrap Time
- · Consult Responses

Business Attribute > BA

Customer

- % Abandoned Inviting
- · % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Finished Service Level
- % First Response Time Service Level
- · % Short Abandoned Waiting
- % Transfer Initiated
- % Transfer Initiated Agent
- · Abandoned Inviting
- · Abandoned Waiting
- · Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- · Accepted Agent
- Accepted in Threshold
- Accepted Others
- · Accepted Thread
- · Actionability Score
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- · Avg Accept Time
- · Avg Accept Time Agent
- · Avg Actionability Score
- Avg Engage Time
- Avg Finish No Response Time
- · Avg Finish Response Time
- Avg Finish Time
- Avg First Response Time
- Avg Handle Time

- Ava Hold Time
- · Avg Influence Score
- Avg Invite Time
- · Avg Revenue
- · Avg Satisfaction
- · Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Wrap Time
- · Conference Initiated Agent
- Deferred
- · Engage Time
- Entered
- Entered Thread
- Entered with Actionability
- · Entered with Influence
- · Entered with Objective
- Entered with Revenue
- · Entered with Satisfaction
- Entered with Sentiment
- Finish No Response Time
- Finish Response Time
- Finish Time
- Finished
- · Finished in Threshold
- Finished No Response
- Finished Response
- First Contact Resolution Result
- · First Response in Threshold
- First ResponseTime
- Focus
- Focus Time
- · Handle Time
- Hold

- Hold Time
- · Influence Score
- Invite
- Invite Time
- · Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time Agent
- Max Accept Time Agent (Fmt)
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Offered
- Responded
- · Response Ratio
- Responses
- Revenue

- Satisfaction
- Sentiment Factor
- Sentiment Index
- Sentiment Influence Entered Diff
- · Sentiment Score
- · Short Abandoned Waiting
- · Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- · Transfer Accepted
- Transfer Accepted Cold
- Transfer Accepted TimeTransfer Accepted Warm
- .. a.i.b.c. 7.000ptod 11aii.
- Transfer Initiated Agent
- Transfer Initiated Cold
- Transfer Initiated Warm

- Transfer Rate
- Wrap
- Wrap Time

More...

Business Attribute > BA Predictive Routing

- % Error
- Active
- · Agent Score
- Avg Agent Score
- Avg Turnaround Time
- Error
- Turnaround Time

Business Attribute > BA User Data Example

• There are no metrics in this folder

Folder: Business Attribute

There are no metrics in this folder.

Folder: Business Attribute > BA Call Survey

There are no metrics in this folder.

Folder: Business Attribute > BA Consults

Metric name: Avg Consult Received Time Folder:

Business Attribute > BA Consults

Description: The average amount of time that resources spent in collaboration or simple consultation for customer interactions that were assigned this business attribute.

Calculation: Calculated based on the Business Attribute > Consult Received Time and Consult Received Accepted metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Received Warm Time Business Attribute > BA Consults **Description:** The average amount of time that resources were engaged as recipients in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. **Calculation:** Calculated based on the Business Attribute > Consult Received Warm Time and Consult Received Accepted Warm metrics. Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Received Warm Wrap Time Business Attribute > BA Consults Description: The average amount of time that resources were in ACW (Wrap) state following consultations that the agent requested and received, where the consultations were associated with customer interactions that were transferred to or conferenced with this agent. Calculation: Calculated based on the Business Attribute > Consult Received Warm Wrap Time and Consult Received Warm Wrap metrics. Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Received Wrap Time Business Attribute > BA Consults **Description:** The average amount of time that resources were in ACW (Wrap) state following simple consultations that the agent accepted, where the consultations were associated with customer calls. Calculation: Calculated based on the Business Attribute > Consult Received Wrap Time and Consult Received Wrap Used in: metrics. Media type: Voice This metric is not used in any reports. Data type: Number

Metric type: Disposition Folder: **Metric name: Consult Received Accepted** Business Attribute > BA Consults **Description:** The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were associated with customer interactions. For voice, this metric is the same as BA Consults\Consult Responses. **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 Warm** Business Attribute > BA Consults **Description:** The total number of interactions of this business attribute that included requests for collaboration or consultation where the collaborations/consultations were transferred to or conferenced with the agents who accepted them. **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 Engage Time Business Attribute > BA Consults **Description:** The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests. **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 Engage Warm Time Business Attribute > BA Consults

Description: Total number of seconds that agents were engaged in consultations associated with customer interactions of this business attribute (and agents were recipients of consultations / interactions). **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Consult Received Hold** Business Attribute > BA Consults **Description:** The total number of simple consultations that agents had on hold where the interactions were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests. **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 Time Business Attribute > BA Consults **Description:** The total amount time that agents had simple consultations on hold where the consultations were associated with customer interactions of this business attributes and the agents were the recipients of the consultation requests. **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 Invite Business Attribute > BA Consults **Description:** The total number of simple consult interactions of this business attribute that alerted or rang at agent resources before the agents accepted the interactions. Calculation: Used in: Media type: All (except Chat) This metric is not used in any reports. Data type: Number

Metric type: Disposition Folder: Metric name: Consult Received Invite Time Business Attribute > BA Consults Description: The total amount of time that simple consult interactions of this attribute alerted or rang at agent resources. Consultations do not have to be established for this metric to be incremented. **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 Invite Warm** Business Attribute > BA Consults **Description:** The total number of warm consult interactions of this business attribute that rang at agent resources before the agents accepted the calls. **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 Invite Warm Time Business Attribute > BA Consults **Description:** The total amount of time that warm consult interactions of this business attribute that alerted or rang at agents. 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 Time** Business Attribute > BA Consults

Description: The total amount of time that agents were engaged as recipients in collaborations or consultations, where the interactions were assigned this business attribute and associated with customer

interactions. This metric includes hold duration.

Calculation: Calculated as the sum of

AG2_ID_*.CONSULT_RECEIVED_ENGAGE_TIME plus

AG2_ID_*.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:

Business Attribute > BA Consults

Description: The total number of consultations that agents had on hold where the consultations were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

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 Hold Time

Folder:

Business Attribute > BA Consults

Description: The total amount time that agents had consultations on hold where the interactions were associated with customer interactions of this business attribute, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

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:

Business Attribute > BA Consults

Description: The total amount of time that agents were engaged as a recipient in collaborations or consult interactions, including related hold durations, where the collaborations/ consultations were associated with customer interactions that were assigned this business attribute.

Measurement begins when the collaboration/consult interaction was established and ends when the customer interaction is transferred or conferenced. This metric excludes alert (ring) and ACW (Wrap) durations associated with the collaboration/consultations.

Calculation: Calculated as

AG2_ID_*.CONSULT_RCV_WARM_ENGAGE_TIME plus AG2_ID_*.CONSULT_RCV_WARM_HOLD_TIME.

Used in:

This metric is not used in any reports.

Media type: Voice		
Data type: Number Metric type: Disposition		
21 ,		
Matric name: Cancult Bassived Wayn Wayn	Folder:	
Metric name: Consult Received Warm Wrap	Business Attribute > BA Consults	
Description: The total number of consultations that agent where the consultations were associated with customer interactions were transferred to or conferenced with the ag	eractions of this business attribute, and the	
In common call-flow scenarios, this metric yields a value of zero.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
The type Disposition		
	Folder:	
Metric name: Consult Received Warm Wrap Time	Business Attribute > BA Consults	
Description: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.		
This metric includes:		
ACW durations that were associated with conferences, v	where the customer leaves the interactions.	
 Internal contact center interactions where interactions were transferred to the agents. 		
In common call-flow scenarios, this metric yields a value of zero.		
In common call-flow scenarios, this metric yields a value of zero.		
In common call-flow scenarios, this metric yields a value of zero. Calculation:		
·	Used in:	
Calculation: Media type: Voice Data type: Number	Used in: This metric is not used in any reports.	
Calculation: Media type: Voice		
Calculation: Media type: Voice Data type: Number	This metric is not used in any reports.	
Calculation: Media type: Voice Data type: Number	This metric is not used in any reports. Folder:	
Calculation: Media type: Voice Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Calculation: Media type: Voice Data type: Number Metric type: Disposition	This metric is not used in any reports. Folder: Business Attribute > BA Consults which agents entered ACW state where the	

Media type: Voice

Data type: Number

Metric type: Disposition

This metric is not used in any reports.

Metric name: Consult Received Wrap Time

Folder:

Business Attribute > BA Consults

Description: The total amount of time that this agent spent in ACW (Wrap) state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Responses

Folder:

Business Attribute > BA Consults

Description: For e-mail, the total number of collaboration replies that were initiated within the contact center.

For voice, this metric is the same as BA Consults\Consult Received Accepted.

Calculation:

Media type: All (except

Chat)

Data type: Number Metric type: Disposition Used in:

This metric is not used in any reports.

Folder: Business Attribute > BA Customer

Metric name: % Abandoned Inviting

Folder:

Business Attribute > BA Customer

Description: The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered the contact center.

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

Calculation: Calculated based on the Business Attribute >

Used in:

Abandoned Inviting and Offered metrics. Media type: Voice, Chat, Open (sync) Contact Center Report Data type: Number Metric type: Disposition Folder: **Metric name: % Abandoned Waiting** Business Attribute > BA Customer **Description:** The percentage of customer interactions of this business attribute that were abandoned, relative to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval. **Calculation:** Calculated based on the Business Attribute > Used in: Abandoned Waiting and Entered metrics. · Contact Center Dashboard Media type: Voice, Chat, Contact Center Report Open (sync) • Interaction Volume Business Attribute Data type: Number Report Metric type: Disposition Pre-Agent Termination Report Folder: **Metric name: % Accept Service Level** Business Attribute > BA Customer **Description:** The service level measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource. Calculation: Calculated based on the Business Attribute > Used in: Accepted in Threshold and Offered metrics. Media type: All Contact Center Report Data type: Number • Customer Perspective Report Metric type: Disposition Folder: Metric name: % Accepted Business Attribute > BA Customer **Description:** The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource. This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section. **Calculation:** Calculated based on the Business Attribute > Used in:

Accepted and Offered metrics.

Media type: All Data type: Number

Metric type: Disposition

- Contact Center Dashboard
- Contact Center Report
- Interaction Volume Business Attribute **Email Report**
- Interaction Volume Business Attribute Report
- · Task Volume Report

Metric name: % Accepted Agent

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were subsequently distributed and accepted by an agent to the total number of interactions that were offered.

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

Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics.

Media type: All

Data type: Number Metric type: Disposition Used in:

This metric is not used in any reports.

Metric name: % Finished Service Level

Folder:

Business Attribute > BA Customer

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

Calculation: Calculated based on the Business Attribute >

Finished in Threshold and Finished metrics.

Media type: All

Data type: Number Metric type: Disposition Used in:

- Customer Perspective Report
- Interaction Volume Business Attribute **Email Report**

Metric name: % First Response Time Service Level

Folder:

Business Attribute > BA Customer

Description: The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold to all customer interactions that were offered to handling resources.

Calculation: Calculated based on the Business Attribute > First Response in Threshold and Entered with Objective

Used in:

metrics.	
metres.	Business Metrics Executive Report
	Contact Center Report
Media type: All	Customer Perspective Report
Data type: Number Metric type: Disposition	 Interaction Volume Business Attribute Email Report
	Interaction Volume Business Attribute Report

Metric name: % Short Abandoned Waiting

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that entered or began within the contact center and were abandoned or dropped for any reason within a specific threshold, relative to the total number of customer interactions of this business attribute that entered or began within the contact center and were abandoned while waiting for the first handling resource.

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

Calculation: Calculated based on the Business Attribute > Short Abandoned Waiting and Entered with Objective metrics.

Media type: Voice, Chat,

Open (sync)

Data type: Number Metric type: Disposition Used in:

Contact Center Report

Metric name: % Transfer Initiated

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were transferred (warm or blind) by agents to the total number of customer interactions of this business attribute.

Calculation: Calculated based on the Business Attribute > Transfer Initiated and Accepted metrics.

Used in:

This metric is not used in any reports.

Media type: All Data type: Number Metric type: Disposition

Metric name: % Transfer Initiated Agent

Folder:

Business Attribute > BA Customer

Description: The percentage of customer interactions of this business attribute that were transferred (warm or blind) by agents to the total number of customer interactions of this business attribute that were accepted by agents.

Calculation: Calculated based on the Business Attribute > Transfer Initiated Agent and Accepted Agent metrics. • Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attribute Email Report • Interaction Volume Business Result Report • Task Volume Report

Metric name: Abandoned Inviting Pescription: The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions. Calculation: Media type: Voice, Chat, Open (supp.) Used in:

Matric various Abandon of M	Vaiting.	Folder:
Data type: Number Metric type: Disposition		Contact Center Report
Open (sync)		

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

Calculation:	Used in:
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	 Campaign Summary Report Interaction Volume Business Result Report Pre-Agent Termination Report

Metric name: Abandoned Waiting Time	Folder:
	Business Attribute > BA Customer

Description: The total amount of time associated with customer interactions of this business attribute that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned within the short-abandoned threshold.

Metric name: Abandoned Waiting

Calculation: Used in: Media type: Voice, Chat, Open (sync) Contact Center Dashboard Data type: Number Contact Center Report Metric type: Disposition Folder: **Metric name: Accept Time** Business Attribute > BA Customer **Description:** The total amount of time that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, pulled, or initiated by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by the handling resource. This metric includes alert (ring) time. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Accept Time Agent** Business Attribute > BA Customer **Description:** The total amount of timethat customer interactions of this business attribute were queued and/or alerting or ringing at agent resources before the interactions were accepted, answered, pulled, or initiated by the first-handling agent. Duration starts when an interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by an agent—thereby, including alert time or ring time. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Accepted** Business Attribute > BA Customer **Description:** The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource. **Calculation:** Used in:

AHT

· Contact Center Dashboard

Contact Center Report

Media type: All

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

- Interaction Volume Business Attribute Email Report
 Interaction Volume Business Attribute Report
 Model Efficiency
 Predictive Routing AHT & QUEUE
 Predictive Routing Model Efficiency
 Predictive Routing AB Testing Report
 Predictive Routing AB Testing Report (Hour)
 Predictive Routing Operational Report
 Task Volume Dashboard
 Task Volume Report

 Metric name: Accepted Agent

 Folder:
- Description: The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by an agent.

 Calculation:

 Media type: All

 Data type: Number Metric type: Disposition

 Business Attribute > BA Customer

 Business Attribute > BA Customer

 Used in:

 This metric is not used in any reports.

Metric name: Accepted in Threshold Folder: Business Attribute > BA Customer

Description: The total number of times that customer interactions or established warm consultations of this business attribute that were accepted, answered, pulled, or initiated by a handling resource within the acceptance threshold.

 $This \ metric \ relies \ on \ the \ value \ of \ the \ acceptance \ threshold \ as \ configured \ in \ the \ [agg-gim-thld-ID-IXN] \ section.$

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted Others Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a resource other than an agent, place DN, or extension DN. This metric is calculated as the difference between the total number of interactions of this business attribute that were accepted, answered, or pulled and the total number of interactions of this business attribute that were accepted, answered, or pulled by an agent resource.

Calculation: Calculated based on the Business Attribute >

Accepted and Accepted Agent metrics.

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted Thread

Folder:

Business Attribute > BA Customer

Description: The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This metric includes a handling resource's first participation in outbound replies to inbound interactions.

Calculation:

Media type: Async

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Actionability Score

Folder:

Business Attribute > BA Customer

Description: The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: ASA

Folder:

Business Attribute > BA Customer

Description: The average amount of time (seconds) it took agents to accept, answer, or pull customer interactions assigned this business attribute.

Calculation: Calculated based on the Business Attribute >

Avg Accept Time Agent metric.

Used in:

Interaction Volume Business Attribute

Media type: All

Data type: Number Metric type: Disposition		 Email Report Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour)
Metric name: ASA (Fmt)		Folder: Business Attribute > BA Customer
interactions assigned this busin Calculation: Calculated based Avg Accept Time Agent metric. Media type: All Data type: Number Metric type: Disposition	ess attribute.	 Used in: Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour)
Metric name: Avg Abandon	ed Waiting Time	Folder: Business Attribute > BA Customer
contact center before customer This average includes interaction	is abandoned the interactions or ons that were abandoned or drop were abandoned or dropped whi on the Business Attribute >	this business attribute waited within the before they were dropped for any reason. Oped within the short-abandoned threshold le they were alerting (ringing) at an Used in: Contact Center Dashboard Contact Center Report Interaction Volume Business Attribute Report Pre-Agent Termination Report
Metric name: Avg Accept T	ime	Folder:

ere urce.	
iciency	
l Report	
ousiness	
Description: The average actionability score, assigned to interactions that entered or began within the contact center and were handled by this agent, measuring the degree to which interactions required agent attention.	
ons	

· Contact Center Dashboard Contact Center Report • Interaction Volume Business Attribute Report Media type: All • Predictive Routing - AHT & QUEUE Data type: Number Metric type: Disposition • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour) Task Volume Dashboard · Task Volume Report Folder: Metric name: Avg Finish No Response Time Business Attribute > BA Customer **Description:** The average amount of time of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer. **Calculation:** Calculated based on the Business Attribute > Used in: Finish No Response Time and Finished No Response metrics. Media type: All · Contact Center Dashboard Data type: Number Contact Center Report Metric type: Disposition Folder: Metric name: Avg Finish Response Time Business Attribute > BA Customer **Description:** The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.

Calculation: Calculated based on the Business Attribute > Finish Response Time and Finished Response metrics.	
	Contact Center Dashboard
	Contact Center Report
Media type: All	Customer Perspective Report
Data type: Number Metric type: Disposition	 Interaction Volume Business Attribute Email Report
	 Interaction Volume Business Attribute Report
	Folder:

Metric name: Avg Finish Time

Business Attribute > BA Customer

Description: The average amount of time that it took to complete customer interactions that were assigned this business attribute.

Calculation: Calculated based on the Business Attribute >

Finish Time and Finished metrics.

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Avg First Response Time

Folder:

Business Attribute > BA Customer

Description: The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute.

Calculation: Calculated based on the Business Attribute > Responded and Finish Time and Business Attribute > First Response Time metrics.

Media type: All

Data type: Number Metric type: Disposition

Used in:

- Contact Center Dashboard
- Contact Center Report
- Customer Perspective Report

Metric name: Avg Handle Time

Folder:

Business Attribute > BA Customer

Description: The average amount of time that agents spent handling interactions assigned this business attribute.

Calculation: Calculated based on the Business Attribute > Handle Time and Accepted Agent metrics.

Used in:

- AHT
- · Contact Center Dashboard
- Contact Center Report
- Interaction Volume Business Attribute Email Report
- Interaction Volume Business Attribute Report
- Predictive Routing AHT & QUEUE
- Predictive Routing AB Testing Report
- Predictive Routing AB Testing Report (Hour)

Media type: All

Data type: Number Metric type: Disposition

· Task Volume Dashboard • Task Volume Report Folder: Metric name: Avg Hold Time Business Attribute > BA Customer **Description:** The average amount of time that customers spent on hold for interactions assigned this business attribute. This metric is attributed to the interval in which the interactions were accepted by a resource. Calculation: Calculated based on the Business Attribute > Used in: Hold Time and Hold metrics. Contact Center Dashboard Contact Center Report • Interaction Volume Business Attribute Media type: Voice Report Data type: Number • Predictive Routing - AHT & QUEUE Metric type: Disposition • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour) Folder: Metric name: Avg Influence Score Business Attribute > BA Customer Description: The average score representing the customer's clout amassed on social networks at the moment when interactions entered or began within the contact center. Calculation: Calculated as AG2 ID *.INFLUENCE divided by AG2_ID_*.INFLUENCE_ENTERED. 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 Business Attribute > BA Customer

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. The dialing component of this metric applies to voice media only.

Calculation: Calculated based on the Business Attribute > Invite Time and Invite metrics.

Used in:

Media type: All

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

- · Contact Center Dashboard
- Contact Center Report

Metric name: Avg Revenue

Folder:

Business Attribute > BA Customer

Description: The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.

Calculation: Calculated based on the Business Attribute >

Revenue and Entered with Revenue metrics.

Used in:

Revenue and Lintered with Revenue metrics

Data type: Number Metric type: Disposition

Media type: All

· Customer Perspective Report

Metric name: Avg Satisfaction

Folder:

Business Attribute > BA Customer

Description: The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which customer satisfaction was recorded.

Calculation: Calculated based on the Business Attribute >

Satisfaction and Entered with Satisfaction metrics.

Used in:

Customer Perspective Report

Media type: All

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

Metric name: Avg Sentiment Score

Folder:

Business Attribute > BA Customer

Description: The average score reflecting the attitude expressed by customers for interactions that entered or began within the contact center

Calculation: Calculated as AG2_ID_*.SENTIMENT divided by

AG2 ID *.SENTIMENT ENTERED.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number Metric type: Disposition

Metric name: Avg Transfer Accepted Handle Time

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

Description: The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting

Calculation: Calculated based on the Transfer Accepted and Transfer Accepted Time metrics, as follows: Transfer Accepted

Time / Transfer Accepted

Media type: Voice

Data type: Number Metric type: Disposition

Used in:

- Daily Transfer Summary Report
- · Transfer Dashboard

Metric name: Avg Wrap Time

Folder:

Business Attribute > BA Customer

Description: The average amount of time that agents spent performing after call work for customer interactions that were assigned this business attribute.

Calculation: Calculated based on the Business Attribute > Wrap Time and Wrap metrics.

Used in:

- · Contact Center Dashboard
- Contact Center Report
- Interaction Volume Business Attribute Report
- Predictive Routing AHT & QUEUE
- Predictive Routing AB Testing Report
- Predictive Routing AB Testing Report (Hour)

Media type: Voice

Data type: Number Metric type: Disposition

Metric name: Conference Initiated Agent

Folder:

Business Attribute > BA Customer

Description: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.

Calculation:

Media type: All (except

Email)

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Deferred

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center, and where the customer accepted a Callback offer.

Calculation:		Used in:
Media type: Voice, Chat Data type: Number Metric type: Disposition		Pre-Agent Termination Report
Metric name: Engage Time		Folder: Business Attribute > BA Customer
were assigned this business att	ribute. This metric excludes engations, and other interaction-relate	ed with customers for interactions that agement time that is associated with ed durations, such as hold time, ACW
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Entered		Business Attribute > BA Customer
	of customer interactions that er s attribute. This count includes a	ntered or began within the contact center bandoned interactions.
Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		 Customer Perspective Report Interaction Volume Business Attribute Email Report Pre-Agent Termination Report Task Volume Dashboard Task Volume Report
Metric name: Entered Thre	ad	Folder: Business Attribute > BA Customer
		nteractions of this business attribute that uted to the first interval of the thread.
Calculation:		Head in
Media type: All Data type: Number Metric type: Disposition		Used in:Interaction Volume Summary Report

Folder: Metric name: Entered with Actionability Business Attribute > BA Customer **Description:** The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention. Calculation: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Entered with Influence Business Attribute > BA Customer **Description:** The total number of times that influence scores were recorded for customer interactions of this business attribute. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Entered with Objective Business Attribute > BA Customer Description: The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the [agg-gim-thld-QUEUE-IXN] section) greater than zero. **Calculation:** Used in: Media type: All Business Metrics Executive Report • Interaction Volume Business Attribute Data type: Number Metric type: Disposition Report Folder: Metric name: Entered with Revenue Business Attribute > BA Customer Description: The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue. Unlike Entered with Satisfaction, this metric never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only. Used in: **Calculation:**

Media type: All

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

Metric name: Entered with Satisfaction

Folder:

Business Attribute > BA Customer

Description: The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.

This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.

Calculation:

Media type: All

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

Used in:

This metric is not used in any reports.

Metric name: Entered with Sentiment

Folder:

Business Attribute > BA Customer

Description: The total number of times that sentiment scores were recorded for customer interactions of this business attribute.

This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if sentiment scores were attributed more than once to the same interaction.

Calculation:

Media type: All

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

Used in:

This metric is not used in any reports.

Metric name: Finish No Response Time

Folder:

Business Attribute > BA Customer

Description: The total duration of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer. This duration starts from the moment at which the interaction enters or begins within the contact center and ends when all legs of the interaction (for example, collaborations/consultations, transfers, and conferences) have ended.

Calculation: Calculated based on the Business Attribute > Finish Time and Finish Response Time metrics.

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Media type: All

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

Used in:

This metric is not used in any reports.

Metric name: Finish Response Time

Folder:

Business Attribute > BA Customer

Description: The total duration of completed customer interactions that were assigned this business attribute and for which non-acknowledgement responses were sent by the system. The responses can be auto-responses that are generated by system handling resources or responses that are generated by agents. (For synchronous media, a response is counted upon acceptance of the interaction.) This duration includes the entire lifespan of the interaction: processing, queueing, and handling.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Finish Time

Folder:

Business Attribute > BA Customer

Description: The total amount of time that it took to complete customer interactions that were assigned this business attribute. Duration is measured as the end time of a completed interaction minus its start time. Active interactions do not contribute to this metric.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Finished

Folder:

Business Attribute > BA Customer

Description: The total number of completed customer interactions that were assigned this business attribute. Wwhen there are no remaining active interactions during the interval, this metric is equivalent to (BA Customer >) Entered.

Calculation:

Used in:

Media type: All

Data type: Number Metric type: Disposition

- Interaction Volume Business Attribute Email Report
- · Task Volume Dashboard
- Task Volume Report

Metric name: Finished in Threshold

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute that were completed within the finish threshold. This metric relies on the value of the finish threshold as configured in

the face when the LIB DVNII and	11.	
the[agg-gim-thld-ID-IXN] sec Calculation:	ction.	
Media type: All		Used in:
		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Finished No I	Response	Folder:
		Business Attribute > BA Customer
Description: The total number includes interactions that were	r of completed interactions for what abandoned or otherwise stopped	hich no response was created. This count d for any reason.
Calculation: Calculated as the Attribute > Finished and Finished		Used in:
Media type: Async		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Finished Res	ponse	Folder:
		Business Attribute > BA Customer
	media, the total number of comp ce IVR port resources and assigne	pleted customer interactions that were ed this business attribute.
For email, the total number of interacti	ons of this business attribute that had a r	response.
Calculation:		Used in:
Media type: All		
Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Email Report
Metric name: First Contact	Resolution Result	Folder:
		Business Attribute > BA Customer
Description: First Contact Resolution (FCR) measures whether issues were resolved during the first customer attempt. A value of NO indicates that the customer raised the same issue again within 7 days.		
Calculation:		Used in:
Media type: All		Predictive Routing AB Testing Report
Data type: Number		Predictive Routing AB Testing Report
Metric type: Disposition		(Hour)
		Folder:

Metric name: First Response in Threshold

Business Attribute > BA Customer

Description: The total number of customer interactions of this business attribute for which a response was created within the service time threshold configured by service-related key-value pairs in the attached user-data mapping.

For online media, a response is considered to have been created when the interaction was accepted. For offline media, the first reply to a given interaction must be sent out in order to increment this metric. This metric excludes interactions that were routed to and accepted by unmonitored resources. This metric relies on the value of the response threshold as configured in the [agg-gimthid-ID-IXN] section.

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

Metric name: First ResponseTime

Folder:

Business Attribute > BA Customer

Description: The total amount of time including mediation duration that elapsed before a first response to a customer interaction, that was assigned this business attribute was created.

For online media, a response is considered to have been created when the interaction was accepted by a handling resource. For offline media, the first reply to a given interaction must be sent in order to increment this metric. The business-attribute assignment can occur at any moment during the interaction's lifetime for this metric to be tallied.

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

Folder: **Metric name: Focus**

Business Attribute > BA Customer

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

Folder: **Metric name: Focus Time** Business Attribute > BA Customer

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: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Handle Time Business Attribute > BA Customer **Description:** The total amount of time that agents spent handling interactions that were assigned this business attribute. This duration is calculated as the sum of engage time, hold time, ACW (wrap) time that is associated with interactions, consult time for interactions that agents received, and ACW time for consultations that agents received. This duration excludes alert time. Calculation: Calculated based on the Business Attribute > Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Hold Business Attribute > BA Customer **Description:** The total number of customer interactions of this business attribute that agents had on hold. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Hold Time** Business Attribute > BA Customer **Description:** The total amount of time that agents had customers on hold for interactions assigned this business attribute. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number

Metric type: Disposition Folder: Metric name: Influence Score Business Attribute > BA Customer **Description:** The total score that represents the customer's clout that has amassed on social networks for customer interactions of this business attribute. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Invite Business Attribute > BA Customer **Description:** The total number of customer interactions of this business attribute that alerted or rang at agents before the interactions were accepted plus the total number of dials that agents performed, where the interactions were successfully established. This metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Invite Time Business Attribute > BA Customer **Description:** The total amount of time that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents. 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 interactions only and is applicable only to voice media. 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 Metric name: Max Abandoned Waiting Time Folder:

Business Attribute > BA Customer

Description: The maximum amount of time (seconds) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

Calculation:

Media type: Voice, Chat,

Open (sync)

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

Used in:

- Interaction Volume Business Attribute Report
- Pre-Agent Termination Report

Metric name: Max Abandoned Waiting Time (Fmt)

Folder:

Business Attribute > BA Customer

Description: The maximum amount of time (HH:MM:SS) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.

Calculation:

Media type: Voice, Chat,

Open (sync)

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

Used in:

- Interaction Volume Business Attribute Report
- Pre-Agent Termination Report

Metric name: Max Accept Time Agent

Folder:

Business Attribute > BA Customer

Description: The longest amount of time (seconds) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.

Calculation:

Media type: All

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

Used in:

- Interaction Volume Business Attribute Email Report
- Interaction Volume Business Attribute Report

Metric name: Max Accept Time Agent (Fmt)

Folder:

Business Attribute > BA Customer

Description: The longest amount of time (HH:MM:SS) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time.

Calculation:	Used in:
Media type: All Data type: Number Metric type: Disposition	 Interaction Volume Business Attribute Email Report Interaction Volume Business Attribute Report

Metric name: Max Standard Abandoned Waiting Time

Folder:

Business Attribute > BA Customer

Description: The longest time (seconds) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.

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

Calculation: Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting 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: Max Standard Abandoned Waiting Time (Fmt)

Business Attribute > BA Customer

Description: The longest time (HH:MM:SS) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.

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

Calculation: Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting 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: Offered

Folder:

Business Attribute > BA Customer

Description: The total number of customer interactions that entered or began within the contact center

during the interval, were assigned this business attribute, and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold.

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

Calculation: Calculated based Entered and Short Abandoned	,	Used in:
		Contact Center DashboardPre-Agent Termination Report
Media type: All Data type: Number	 Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour) 	
Metric type: Disposition		Predictive Routing Operational ReportTask Volume DashboardTask Volume Report

Metric name: Responded Folder: Business Attribute > BA Customer

Description: For voice and chat media, the total number of customer interactions of this business attribute that had been accepted by a handling resource.

For e mail, this metric represents the total number interactions that had a response that had been sent to a customer. One handling resource can send multiple replies; however, this metric's value is either 0 or 1 for each interaction. The value of this metric is less than or equal to Responses.

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

Folder:

Metric name: Response Ratio Business Attribute > BA Customer Description: The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute. For all media types, this ratio could be greater than 1:1. Calculation: Calculated based on the (BA Customer >)

Calculation: Calculated based on the (BA Customer >) Responses and Responded metrics.	Used in:
Media type: All Data type: Number Metric type: Disposition	Customer Perspective Report

Metric name: Responses

Folder:

Business Attribute > BA Customer

Description: For voice and chat media, the total number of customer interactions of this business attribute that were accepted by handling resources.

For e-mail, this metric represents the total number times that resources (such as agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply. The value of this metric is greater than or equal to Responded.

Calculation:

Media type: All

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

Used in:

This metric is not used in any reports.

Metric name: Revenue

Folder:

Business Attribute > BA Customer

Description: The total revenue generated during the interval by customer interactions assigned this business attribute.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Satisfaction

Folder:

Business Attribute > BA Customer

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.

Calculation:

Media type: All

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

Used in:

This metric is not used in any reports.

Metric name: Sentiment Factor

Folder:

Business Attribute > BA Customer

Description: This metric is used for internal purposes to assign a factor to the Classify Sentiment Category dimension.

This factor takes on one of four values:

 -1, when Classify Sentiment Category is Negative. • 0.25, when Classify Sentiment Category is Neutral. • 1, when Classify Sentiment Category is Positive. • 0, otherwise. **Calculation:** Calculated based on the (BA Customer >) Classify Sentiment Category metric. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Sentiment Index Business Attribute > BA Customer **Description:** Customer sentiment in accordance with their ability to influence. A weighted consolidated sentiment and influence (-10,000 to 10,000 per interaction), with the largest values assigned to customers with the highest influence score. Calculation: Calculated based on the following Business Attribute > BA Customer metrics: Influence Score, Sentiment Influence Entered Diff. Sentiment Score. Sentiment Factor. Used in: Entered with Sentiment. This metric is not used in any reports. Media type: Data type: Metric type: Folder: Metric name: Sentiment Influence Entered Diff Business Attribute > BA Customer **Description:** The difference between the number of interactions that entered/began within the contact center for which a sentiment score was attached and the number for which an influence score was attached. **Calculation:** Calculated based on the following metrics from the Business Attribute > BA Customer folder: Entered with Sentiment, Entered with Influence, Entered with Sentiment, Used in: Entered with Influence. This metric is not used in any reports. Media type: Data type: Metric type: Disposition

Metric name: Sentiment Score Folder: Business Attribute > BA Customer

Description: This metric is used for internal purposes to represent the total score reflecting the attitude expressed by customers for interactions that entered or began within the contact center. Calculation: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Short Abandoned Waiting** Business Attribute > BA Customer **Description:** The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Standard Abandoned Waiting** Business Attribute > BA Customer **Description:** The total number of customer interactions that entered or began within the contact center and were abandoned or dropped for any reason. Excludes short-abandoned interactions and abandonedwhile-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Used in: Waiting. This metric is not used in any reports. Media type: All Data type: Number Metric type: Disposition Folder: **Metric name: Standard Abandoned Waiting Time** Business Attribute > BA Customer **Description:** The total amount of time that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder:

Metric name: Start Date Time Key

Business Attribute > BA Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2 ID hierarchy.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Transfer Accepted

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

Description: Total number of interactions, assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.

Calculation:

Media type:

Data type:

Metric type: Disposition

Used in:

- Agent Transfer Summary Report
- Daily Transfer Summary Report
- · Transfer Dashboard

Metric name: Transfer Accepted Cold

Introduced: 100.0.027.0001

Folder:

Business Attribute > BA Customer

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

Used in:

- Transfer Accepted and Transfer Accepted Warm metrics.
- Agent Transfer Summary Report
- Daily Transfer Summary Report
- · Transfer Dashboard

Media type:

Data type:

Metric type: Disposition

Metric name: Transfer Accepted Time

Folder:

Business Attribute > BA Customer

Description: The amount of time, in seconds, that the agent spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval..

Used for calculating Avg Transfer Accepted Handle Time. Calculation: AG2 ID *.XFER ACCEPTED HOLD TIME + AG2 ID *.XFER ACCEPTED ENGAGE TIME Used in: Media type: This metric is not used in any reports. Data type: Metric type: Disposition **Metric name: Transfer Accepted Warm** Folder: Introduced: 100.0.027.0001 Business Attribute > BA Customer **Description:** Total number of interactions, assigned this business attribute, that arrived by warm transfer and were offered to the agent during the reporting interval. **Calculation:** Used in: Agent Transfer Summary Report Media type: • Daily Transfer Summary Report Data type: Metric type: Disposition · Transfer Dashboard Folder: **Metric name: Transfer Initiated Agent** Business Attribute > BA Customer **Description:** The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric. **Calculation:** Used in: • Agent Transfer Summary Report • Daily Transfer Summary Report • Interaction Volume Business Attribute Media type: **Email Report** Data type: • Interaction Volume Business Attribute Metric type: Disposition Report • Task Volume Report · Transfer Dashboard Metric name: Transfer Initiated Cold Folder: Introduced: 100.0.027.0001 Business Attribute > BA Customer Description: Total number of cold transfers of interactions assigned this business attribute, that were

initiated by the agent during the reporting interval. **Calculation:** Calculated as the difference between the Used in: Transfer Initiated Agent and Transfer Initiated Warm metrics. Media type: · Daily Transfer Summary Report Data type: Transfer Dashboard Metric type: Disposition Metric name: Transfer Initiated Warm Folder: Introduced: 100.0.027.0001 Business Attribute > BA Customer **Description:** Total number of warm transfers of interactions assigned this business attribute, that were initiated by the agent during the reporting interval. **Calculation:** Used in: Media type: · Daily Transfer Summary Report Data type: · Transfer Dashboard Metric type: Disposition Folder: Metric name: Transfer Rate Business Attribute > BA Customer **Description:** The percentage of interactions that were transferred. Calculated as the total number of transferred interactions divided by the total number of interactions. **Calculation:** Calculated based on the Business Attribute > BA Used in: Customer > Transfer Initiated Agent and Business Attribute > BA Customer > Offered metrics. Contact Center Report • Predictive Routing AB Testing Report Media type: • Predictive Routing AB Testing Report Data type: Metric type: Disposition (Hour) Folder: **Metric name: Wrap** Business Attribute > BA Customer **Description:** The total number of times that agents entered ACW (Wrap) state for customer interactions that the agents received of this business attribute. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Disposition Folder:

Metric name: Wrap Time		Business Attribute > BA Customer
Description: The total amount interactions that were received	of time that resources spent in A of this business attribute.	ACW (Wrap) state for customer
Calculation:		
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.

Folder: Business Attribute > BA Predictive Routing

Metric name: % Error Description: Percentage of active in	Folder: Business Attribute > BA Predictive Routing Interactions that received a predictive routing error score.
Calculation: Calculated based on t Attribute > BA Predictive Routing > Business Attribute > BA Predictive R Media type: All Data type: Number Metric type: Disposition	Error and the value of
Metric name: Active Description: The total amount of ti	Folder: Business Attribute > BA Predictive Routing me attributable to the interval between the beginning and end of this
agent's login session(s) on a particular media channel. Calculation:	
Media type: All Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
Metric name: Agent Score	Folder: Business Attribute > BA Predictive Routing

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

Data type: Number Metric type: Disposition	inis metric is not used in any reports.
Metric name: Avg Agent Score	Folder:
3 3	Business Attribute > BA Predictive Routing

Description: The average score for all agents who handled interactions routed by GPR.

Calculation: Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.

Media type: All Data type: Number Metric type: Disposition

Used in:

- Model Efficiency
- Predictive Routing Model Efficiency
- Predictive Routing Operational Report

Metric name: Avg Turnaround Time

Folder:

Business Attribute > BA Predictive Routing

Description: The average amount of time that interactions waited for predictive routing scoring to be completed. This calculation considers all calls, within the reporting period, that used a given Predictor and Model. Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.

Calculation: Calculated based on the Business Attribute > BA Customer > Accepted and Business Attribute > BA Predictive Routing > Turnaround Time metrics.

Media type:

Data type: Metric type:

Used in:

- Predictive Routing Model Efficiency
- Predictive Routing Operational Report

Metric name: Error

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Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned, or an integer between 1 and 10 to identify the error as one of the following strings:

- 1 Ok
- 2 Authentication to scoring engine failed
- 3 Scoring request failed
- 4 Agent list is empty
- 5 URS overload, interaction skipped
- 6 Predictor not found

- 7 Failed to build scoring request
- 8 SetIdealAgent or SetReadyCondition execution error
- 9 Interaction log not found in global map
- 10 Unknown error
- 11 Channel is not supported

 12 — Reserved for future use 13 — Call Abandoned 14 — Call Routing Failed 	 15 — Predictive Routing is turned off or not used for this interaction
Calculation: Media type: All Data type: Number	Used in: This metric is not used in any reports.
Metric type: Disposition Metric name: Turnaround Time	Folder: Business Attribute > BA Predictive Routing
Description: Amount of time the interaction sp to be completed.	pent in queue while waiting for predictive routing scoring
Calculation:	Used in:
Media type: All Data type: Number Metric type: Disposition	Model Efficiency

Folder: Business Attribute > BA User Data Example

There are no metrics in this folder.