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Genesys CX Insights Multicloud Projects Reference Guide

Business Attribute Metrics

9/13/2025

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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
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• There are no metrics in this folder **Business**

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

- Avg 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 Time
- Transfer Accepted Warm
- 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 customer interactions that were assigned this business attribute	

Calculation: Calculated based on t Consult Received Time and Consult		
metrics.		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Rece	eived Warm Time	Folder:
		Business Attribute > BA Consults
		engaged as recipients in collaborations or orations/consultations were associated
Calculation: Calculated based on t Consult Received Warm Time and C Warm metrics.		Used in:
Media type: Voice		
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
Metric name: Avg Consult Rece	eived Warm Wrap Time	Folder:
		Business Attribute > BA Consults
		business Attribute > DA consults
Description: The average amount consultations that the agent reques customer interactions that were tra	sted and received, where the	in ACW (Wrap) state following consultations were associated with
consultations that the agent reques	sted and received, where the nsferred to or conferenced w the Business Attribute >	in ACW (Wrap) state following consultations were associated with
consultations that the agent request customer interactions that were tra Calculation: Calculated based on to Consult Received Warm Wrap Time	sted and received, where the nsferred to or conferenced w the Business Attribute >	in ACW (Wrap) state following consultations were associated with vith this agent.
consultations that the agent request customer interactions that were tra Calculation: Calculated based on t Consult Received Warm Wrap Time Warm Wrap metrics.	sted and received, where the nsferred to or conferenced w the Business Attribute >	in ACW (Wrap) state following consultations were associated with with this agent. Used in:
consultations that the agent request customer interactions that were train Calculation: Calculated based on the Consult Received Warm Wrap Times Warm Wrap metrics. Media type: Voice Data type: Number	sted and received, where the nsferred to or conferenced w the Business Attribute >	in ACW (Wrap) state following consultations were associated with with this agent. Used in:
consultations that the agent request customer interactions that were tra Calculation: Calculated based on the Consult Received Warm Wrap Time Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition	sted and received, where the insferred to or conferenced w the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with with this agent. Used in:
consultations that the agent request customer interactions that were train Calculation: Calculated based on the Consult Received Warm Wrap Times Warm Wrap metrics. Media type: Voice Data type: Number	sted and received, where the insferred to or conferenced w the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with /ith this agent. Used in: This metric is not used in any reports.
consultations that the agent requess customer interactions that were trans Calculation: Calculated based on the Consult Received Warm Wrap Time Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Rece	sted and received, where the insferred to or conferenced w the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with with this agent. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults
consultations that the agent requess customer interactions that were trans Calculation: Calculated based on the Consult Received Warm Wrap Times Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Received Description: The average amount	sted and received, where the insferred to or conferenced withe Business Attribute > and Consult Received eived Wrap Time of time that resources were	in ACW (Wrap) state following consultations were associated with vith this agent. Used in: This metric is not used in any reports. Folder:
consultations that the agent requess customer interactions that were tra Calculation: Calculated based on to Consult Received Warm Wrap Time Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Rece Description: The average amount consultations that the agent accept Calculation: Calculated based on to	eived Wrap Time of time that resources were the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with with this agent. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults in ACW (Wrap) state following simple
consultations that the agent requess customer interactions that were tra Calculation: Calculated based on to Consult Received Warm Wrap Time Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Rece Description: The average amount consultations that the agent accept	eived Wrap Time of time that resources were the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with with this agent. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults in ACW (Wrap) state following simple
consultations that the agent requess customer interactions that were tra Calculation: Calculated based on to Consult Received Warm Wrap Time Warm Wrap metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Received Description: The average amount consultations that the agent accept Calculation: Calculated based on to Consult Received Wrap Time and Consult Received Wrap Time Adventory Consult Received Wrap Time Adven	eived Wrap Time of time that resources were the Business Attribute > and Consult Received	in ACW (Wrap) state following consultations were associated with vith this agent. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults in ACW (Wrap) state following simple were associated with customer calls.

Metric type: Disposition	
Metric name: Consult Received Accepted	Folder: Business Attribute > BA Consults
Description: The total number of interactions of this business collaboration or consultation where the collaborations/consultation interactions.	
For voice, this metric is the same as BA Consults\Consult Responses.	
Calculation: Media type: All (except Chat) Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
	Folder:
Metric name: Consult Received Accepted Warm	Business Attribute > BA Consults
Description: The total number of interactions of this business collaboration or consultation where the collaborations/consultation with the agents who accepted them.	
Calculation:	
Media type: Voice Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
	Folder.
Metric name: Consult Received Engage Time	Folder: Business Attribute > BA Consults
Description: The total amount of time that agents were engage consultations where the collaborations/consultations were asso business attribute and the agents were the recipients of the collaborations were the recipients of the collaborations.	ciated with customer interactions of this
Calculation:	
Media type: All (except Chat) Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
	Folder:
Metric name: Consult Received Engage Warm Time	Business Attribute > BA Consults

Description: Total number of seconds that agents were engag customer interactions of this business attribute (and agents we interactions).	
Calculation:	
Media type:	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Consult Received Hold	Folder:
	Business Attribute > BA Consults
Description: The total number of simple consultations that ag were associated with customer interactions of this business att of the consultation requests.	
Calculation:	
Media type: Voice	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Consult Received Hold Time	Folder:
Metric name: Consult Received Hold Time	Folder: Business Attribute > BA Consults
Metric name: Consult Received Hold Time Description: The total amount time that agents had simple co consultations were associated with customer interactions of thi the recipients of the consultation requests.	Business Attribute > BA Consults nsultations on hold where the
Description: The total amount time that agents had simple co consultations were associated with customer interactions of thi	Business Attribute > BA Consults nsultations on hold where the
Description: The total amount time that agents had simple co consultations were associated with customer interactions of thi the recipients of the consultation requests.	Business Attribute > BA Consults nsultations on hold where the
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation:	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in:
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in:
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in: This metric is not used in any reports.
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults f this business attribute that alerted or
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Invite Description: The total number of simple consult interactions of	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults f this business attribute that alerted or tions.
Description: The total amount time that agents had simple co consultations were associated with customer interactions of this the recipients of the consultation requests. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Invite Description: The total number of simple consult interactions of rang at agent resources before the agents accepted the interactions of rang at agent resources before the agents accepted the interactions of ranget agent resources before the agents accepted the interactions of ranget agent resources before the agents accepted the interactions of ranget agent resources before the agents accepted the interactions of ranget agent resources before the agents accepted the interactions of the section	Business Attribute > BA Consults nsultations on hold where the s business attributes and the agents were Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults f this business attribute that alerted or

Metric type: Disposition		
Metric name: Consult Rece	ived Invite Time	Folder: Business Attribute > BA Consults
Description: The total amount agent resources.	of time that simple consult inter	actions of this attribute alerted or rang at
Consultations do not have to be establi	shed for this metric to be incremented.	
Calculation:		
Media type: All (except Chat)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		
		Folder:
Metric name: Consult Rece	ived Invite Warm	Business Attribute > BA Consults
Description: The total number resources before the agents acc		this business attribute that rang at agent
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Rece	ived Invite Warm Time	Folder:
		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 Chat)		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Rece	ived Time	Folder:
		Business Attribute > BA Consults
		ed as recipients in collaborations or as attribute and associated with customer

internations. This matric includes hold downline	
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.	Used in:
Media type: All (except Chat)	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
Metric name: Consult Received Warm Hold	Folder: Business Attribute > BA Consults
Description: The total number of consultations that agents had associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a	, the agents were the recipients of the
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 Hold Time	Folder:
	Business Attribute > BA Consults
Description: The total amount time that agents had consultation associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to consultation requests.	ons on hold where the interactions were , the agents were the recipients of the
associated with customer interactions of this business attribute,	ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents.
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to c	ons on hold where the interactions were , the agents were the recipients of the
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to calculation:	ons on hold where the interactions were , the agents were the recipients of the or conferenced with the agents.
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number Metric type: Disposition	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports.
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder:
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number Metric type: Disposition	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports.
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number Metric type: Disposition	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults ed as a recipient in collaborations or collaborations/ consultations were
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Warm Time Description: The total amount of time that agents were engag consult interactions, including related hold durations, where the	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults ed as a recipient in collaborations or collaborations/ consultations were usiness attribute. d and ends when the customer interaction is
associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to of Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Warm Time Description: The total amount of time that agents were engage consult interactions, including related hold durations, where the associated with customer interactions that were assigned this be Measurement begins when the collaboration/consult interaction was established transferred or conferenced. This metric excludes alert (ring) and ACW (Wrap) durations.	ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults ed as a recipient in collaborations or collaborations/ consultations were usiness attribute. d and ends when the customer interaction is
Associated with customer interactions of this business attribute, consultation requests, and the interactions were transferred to a Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Warm Time Description: The total amount of time that agents were engag consult interactions, including related hold durations, where the associated with customer interactions that were assigned this b Measurement begins when the collaboration/consult interaction was established transferred or conferenced. This metric excludes alert (ring) and ACW (Wrap) du consultations.	<pre>ons on hold where the interactions were the agents were the recipients of the or conferenced with the agents.</pre> Used in: This metric is not used in any reports. Folder: Business Attribute > BA Consults ed as a recipient in collaborations or collaborations/ consultations were usiness attribute. d and ends when the customer interaction is irrations associated with the collaboration/

Media type: Voice		
Data type: Number		
Metric type: Disposition		
		Folder:
Metric name: Consult Rece	ived Warm Wrap	Business Attribute > BA Consults
		Business Attribute > DA Consults
where the consultations were a		eived for which agents entered ACW state ions of this business attribute, and the
In common call-flow scenarios, this me	tric 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.
Metric name: Consult Rece	ived Warm Wrap Time	Folder:
		Business Attribute > BA Consults
agents requested and received were assigned this business att agents.	, where the consultations were as	<i>N</i> state following consultations that the ssociated with customer interactions that transferred to or conferenced with the
This metric includes:		
		e the customer leaves the interactions.
Internal contact center inter	actions where interactions were	transferred to the agents.
In common call-flow scenarios, this me	tric yields a value of zero.	
Calculation:		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Rece	ived Wrap	Folder:
		Business Attribute > BA Consults
	with customer interactions of this	h agents entered ACW state where the business attribute and the agents were
Calculation:		Used in:

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 is simple consultation that the agent accepted, where the consuminteractions that were sourced from this campaign.		
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: 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 corresource, and were subsequently abandoned while they were all the total number of interactions that entered the contact center. This metric relies on the value of the short-abandoned threshold as configure.	erting/ringing at an agent's DN, relative to :
Calculation: Calculated based on the Business Attribute >	Used in:

Abandoned Inviting and Offered metrics. Media type: Voice, Chat, Open (sync) Data type: Number	Contact Center Report
Metric type: Disposition	
	Folder:
Metric name: % Abandoned Waiting	Business Attribute > BA Customer
Description: The percentage of customer interactions of relative to the total number of customer interactions of t within the contact center during the interval.	
Calculation: Calculated based on the Business Attribute Abandoned Waiting and Entered metrics.	e > Used in:
	Contact Center Dashboard
Media type: Voice, Chat, Open (sync)	 Contact Center Report Interaction Volume Business Attribute
Data type: Number Metric type: Disposition	Report
	Pre-Agent Termination Report
Metric name: % Accept Service Level	Folder:
Metric name: % Accept Service Level	Folder: Business Attribute > BA Customer
Metric name: % Accept Service Level Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource.	Business Attribute > BA Customer ge of interactions that entered this tenant and
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to	Business Attribute > BA Customer ge of interactions that entered this tenant and o all interactions that entered this tenant and
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute	Business Attribute > BA Customer ge of interactions that entered this tenant and o all interactions that entered this tenant and
 Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute Accepted in Threshold and Offered metrics. 	Business Attribute > BA Customer ge of interactions that entered this tenant and o all interactions that entered this tenant and e > Used in:
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute Accepted in Threshold and Offered metrics. Media type: All Data type: Number Metric type: Disposition	Business Attribute > BA Customer ge of interactions that entered this tenant and o all interactions that entered this tenant and Used in: • Contact Center Report
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute Accepted in Threshold and Offered metrics. Media type: All Data type: Number	Business Attribute > BA Customer ge of interactions that entered this tenant and o all interactions that entered this tenant and Used in: • Contact Center Report • Customer Perspective Report
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute Accepted in Threshold and Offered metrics. Media type: All Data type: Number Metric type: Disposition	Business Attribute > BA Customer ge of interactions that entered this tenant and a > Used in: • Contact Center Report • Customer Perspective Report • Customer Perspective Report Business Attribute > BA Customer of this business attribute that were accepted,
Description: The service level measured as a percentage were accepted within a user-defined threshold, relative to were offered to a resource. Calculation: Calculated based on the Business Attribute Accepted in Threshold and Offered metrics. Media type: All Data type: Number Metric type: Disposition Metric name: % Accepted Description: The percentage of customer interactions of relative to the total number of interactions of this busine	Business Attribute > BA Customer ge of interactions that entered this tenant and a > Used in: • Contact Center Report • Customer Perspective Report • Customer Perspective Report • Business Attribute > BA Customer of this business attribute that were accepted, ses attribute that were offered to a handling

Media type: All Data type: Number Metric type: Disposition• Contact Center Dashboard • Contact Center Report • Interaction Volume Business Attrib Email Report • Interaction Volume Business Attrib Email Report • Task Volume ReportMetric name: % Accepted AgentFolder: Business Attribute > BA CustomerDescription: The percentage of customer interactions of this business attribute that entered or begar 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-thid-ID-IXN] section.Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics.Used in: This metric is not used in any reports.Media type: All Data type: Number Metric type: DispositionUsed in: This metric is not used in any reports.Media type: All Data type: Number Metric type: DispositionFolder:	 All "hber isposition" Contain the importance of the import	act Center Report action Volume Business Attribute il Report action Volume Business Attribute ort Volume Report attribute > BA Customer ttribute that entered or began
Metric name: % Accepted Agent Business Attribute > BA Customer 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-thid-ID-IXN] section. Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics. Media type: All Data type: Number Metric type: Disposition	E: % Accepted Agent Business A : The percentage of customer interactions of this business at ntact center and were subsequently distributed and accepted teractions that were offered.	tribute that entered or began
Metric name: % Accepted Agent Business Attribute > BA Customer 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-thid-ID-IXN] section. Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics. Media type: All Data type: Number Metric type: Disposition	E: % Accepted Agent Business A : The percentage of customer interactions of this business at ntact center and were subsequently distributed and accepted teractions that were offered.	tribute that entered or began
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	: The percentage of customer interactions of this business at ntact center and were subsequently distributed and accepted teractions that were offered.	tribute 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	ntact center and were subsequently distributed and accepted teractions that were offered.	
Calculation: Calculated based on the Business Attribute > Accepted Agent and Offered metrics. Media type: All Data type: Number Metric type: Disposition	s on the value of the short-abandoned threshold as configured in the [a g	
Accepted Agent and Offered metrics. Media type: All Used in: Data type: Number This metric is not used in any reports.		gg-gim-thld-ID-IXN] section.
Media type: All Used in: Data type: Number This metric is not used in any reports. Metric type: Disposition Falslern		
Data type: Number This metric is not used in any reports. Metric type: Disposition Falser	Used in	:
Metric name: % Finished Service Level Folder:	nber This metric	c is not used in any reports.
Metric name: % Finished Service Level Folder:		
Business Attribute > BA Customer	ie: % Finished Service Level	ttribute > BA Customer
Description: The percentage of time within the interval that this agent was engaged with customers the total duration within the interval of the agent's active session on a particular media channel.		
Calculation: Calculated based on the Business Attribute > Used in: Finished in Threshold and Finished metrics.		:
Media type: All • Customer Perspective Report	• Custo	omer Perspective Report
Data type: Number • Interaction Volume Business Attribution Metric type: Disposition • Email Report	nber • Intera	
Matria names % First Base and Time Comise Level Folder:	Foldori	
Metric name: % First Response Time Service Level Folder: Business Attribute > BA Customer	ie: % First Response Time Service Level	ttribute > BA Customer
Description: The service level that is delivered for this business attribute measured as a percentage customer interactions that were accepted within a user-defined threshold to all customer interactions were offered to handling resources.		
Calculation: Calculated based on the Business Attribute > First Response in Threshold and Entered with ObjectiveUsed in:		:

metrics.			
		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 Aba	ndoned 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 s	hort-abandoned threshold as configure	ed in the [agg-gim-thld-ID-IXN] section.	
Calculation: Calculated based Short Abandoned Waiting and E	on the Business Attribute > Entered with Objective metrics.		
Media type: Voice, Chat, Open (sync)		Used in:	
Data type: Number Metric type: Disposition		Contact Center Report	
Metric name: % Transfer In	itiated	Folder:	
Metric name: % Transfer Initiated		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 Transfer Initiated and Accepted		Used in:	
Media type: All			
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
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.	Used in:	
	Contact Center Dashboard	
	Contact Center Report	
Media type: All	 Interaction Volume Business Attribute Email Report 	
Data type: Number Metric type: Disposition	 Interaction Volume Business Result Report 	
	Task Volume Report	
	Folder:	
Metric name: Abandoned Inviting		
	Business Attribute > BA Customer	
Description: The total number of customer interactions of this or dropped for any reason while they were alerting or ringing at includes short-abandoned interactions.		
Calculation:		
Media type: Voice, Chat, Open (sync)	Used in:	
Data type: Number Metric type: Disposition	Contact Center Report	
Metric name: Abandoned Waiting	Folder:	
	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:	
Madia type: Voice Chat	Campaign Summary Report	
Media type: Voice, Chat, Open (sync)	Interaction Volume Business Result	
Data type: Number	Report	
Metric type: Disposition	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.		

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

	 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: Business Attribute > BA Customer

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

Used in:

This metric is not used in any reports.

Ca	cu	lati	01	1:

Media type: All

Data type: Number Metric type: Disposition

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	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
	Folder:
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.	Used in:		
Media type: All	This metric is not used in any reports.		
Data type: Number Metric type: Disposition			
	Folder:		
Metric name: Accepted Thread	Folder: Business Attribute > BA Customer		
	Business Attribute > BA Customer		
Description: The total number of customer-interaction threads by handling resources. This metric includes a handling resource inbound interactions.			
Calculation:			
Media type: Async	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
	Felder		
Metric name: Actionability Score	Folder: Business Attribute > BA Customer		
	Business Attribute > BA Customer		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b	Business Attribute > BA Customer usiness attribute, that measures the		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention.	Business Attribute > BA Customer usiness attribute, that measures the Used in:		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation:	Business Attribute > BA Customer usiness attribute, that measures the		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports.		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports. Folder:		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number Metric type: Disposition	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports.		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number Metric type: Disposition	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: ASA Description: The average amount of time (seconds) it took ag	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ents to accept, answer, or pull customer Used in:		
Metric name: Actionability Score Description: The total score, assigned to interactions of this b degree to which interactions required agent attention. Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: ASA Description: The average amount of time (seconds) it took ag interactions assigned this business attribute. Calculation: Calculated based on the Business Attribute >	Business Attribute > BA Customer usiness attribute, that measures the Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ents to accept, answer, or pull customer		

	Data type: Number Metric type: Disposition • Interaction Volume Business Attribute Report • Predictive Routing - AHT & QUEUE • Predictive Routing AB Testing Report • Predictive Routing AB Testing Report (Hour)
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Metric name: ASA (Fmt)	Folder:
	Business Attribute > BA Customer

Description: The average amount of time (hh:mm:ss) 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:
Media type: All Data type: Number Metric type: Disposition	 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 Abandoned Waiting Time	Folder:
	Business Attribute > BA Customer

Description: The average amount of time that interactions of this business attribute waited within the contact center before customers abandoned the interactions or before they were dropped for any reason. This average includes interactions that were abandoned or dropped within the short-abandoned threshold and excludes interactions that were abandoned or dropped while they were alerting (ringing) at an agent's desktop.

Calculation: Calculated based on the Business Attribute > Abandoned Waiting Time and Abandoned Waiting metrics. Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	 Used in: Contact Center Dashboard Contact Center Report Interaction Volume Business Attribute Report Pre-Agent Termination Report
Metric name: Avg Accept Time	Folder:

Business Attribute > BA Customer				
Description: The average amount of time that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted by the first-handling resource.				
Used in:				
Predictive Routing - Model Efficiency				
Predictive Routing Operational Report				
Folder:				
Business Attribute > BA Customer				
pt customer interactions of this business				
Used in:				
Contact Center Dashboard				
Contact Center Report				
Customer Perspective Report				
Foldow.				
Folder:				
Business Attribute > BA Customer				
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.				
s assigned.				
Used in				
Used in:				
This metric is not used in any reports.				
Folder: Business Attribute > BA Customer				

Media type: All Data type: Number Metric type: Disposition		 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) Task Volume Dashboard Task Volume Report
Metric name: Avg Finish No	Response Time	Folder: Business Attribute > BA Customer
		ner interactions that were assigned this gements) was sent to the customer.
Calculation: Calculated based Finish No Response Time and Fi		Used in:
Media type: All Data type: Number Metric type: Disposition		Contact Center DashboardContact Center Report
Metric name: Avg Finish Re	esponse Time	Folder: Business Attribute > BA Customer
	igned this business attribute. Th	eractions that both had a response by a is duration includes the entire lifespan of
Calculation: Calculated based Finish Response Time and Finish		Used in:

Calculation: Calculated based Finish Response Time and Finish	 Used in:
	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 complet assigned this business attribute.	ete customer interactions that were
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 inter handling resource and were assigned this business attribute.	ractions that both had a response by a
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 has attribute.	ndling interactions assigned this business
Calculation: Calculated based on the Business Attribute > Handle Time and Accepted Agent metrics. Media type: All Data type: Number Metric type: Disposition	 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)

		Task Volume DashboardTask Volume Report
Metric name: Avg Hold Tim	e	Folder: 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 Hold Time and Hold metrics.	on the Business Attribute >	 Used in: Contact Center Dashboard Contact Center Report
Media type: Voice Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Report Predictive Routing - AHT & QUEUE Predictive Routing AB Testing Report Predictive Routing AB Testing Report (Hour)
Metric name: Avg Influence	e Score	Folder: Business Attribute > BA Customer
Description: The average score	re representing the customer's cl	aut amaggad on social natworks at the
moment when interactions enter	ered or began within the contact	
Calculation: Calculated as AG: AG2_ID_*.INFLUENCE_ENTERED Media type: All Data type: Number Metric type: Disposition	ered or began within the contact 2_ID_*.INFLUENCE divided by	
Calculation: Calculated as AG: AG2_ID_*.INFLUENCE_ENTERED Media type: All Data type: Number	ered or began within the contact 2_ID_*.INFLUENCE divided by	Center. Used in:
Calculation: Calculated as AG: AG2_ID_*.INFLUENCE_ENTERED Media type: All Data type: Number Metric type: Disposition Metric name: Avg Invite Tin Description: The average and before the interactions were ac the calls were successfully esta	me bunt of time that customer interact cepted plus the average duratior	center. Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer ctions alerted or rang at agent resources of dialing that agents performed, where to the interval in which the interactions

A		
Media type: All		Contact Center Dashboard
Data type: Number Metric type: Disposition		Contact Center Report
Metric name: Avg Revenue		Folder:
Methe name. Avg Kevende		Business Attribute > BA Customer
	ount of revenue that is generated rs only those interactions for which	for interactions assigned this business ch revenue was generated.
Calculation: Calculated based Revenue and Entered with Reve		Head in
Media type: All		Used in:
Data type: Number		Customer Perspective Report
Metric type: Disposition		
	1	Folder:
Metric name: Avg Satisfact	lon	Business Attribute > BA Customer
		Dusiness Attribute > DA Customer
	comer-satisfaction score of intera se interactions for which custom	ctions assigned this business attribute. er satisfaction was recorded.
Calculation: Calculated based	on the Business Attribute $>$	
Satisfaction and Entered with S		Used in:
Satisfaction and Entered with S Media type: All		
		Used in: • Customer Perspective Report
Media type: All Data type: Number Metric type: Disposition	atisfaction metrics.	
Media type: All Data type: Number	atisfaction metrics.	Customer Perspective Report Folder:
Media type: All Data type: Number Metric type: Disposition	atisfaction metrics.	Customer Perspective Report
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer	atisfaction metrics. nt Score re reflecting the attitude express	Customer Perspective Report Folder:
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average scor	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by	Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average scor entered or began within the cor Calculation: Calculated as AG2	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by	Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that Used in:
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average scor entered or began within the cor Calculation: Calculated as AG2 AG2_ID_*.SENTIMENT_ENTERED	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by	Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average score entered or began within the cor Calculation: Calculated as AG2 AG2_ID_*.SENTIMENT_ENTERED Media type: All Data type: Number Metric type: Disposition	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by D.	 Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average scor entered or began within the cor Calculation: Calculated as AGZ AG2_ID_*.SENTIMENT_ENTERED Media type: All Data type: Number Metric type: Disposition Metric name: Avg Transfer	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by D.	 Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that Used in: This metric is not used in any reports. Folder: Folder:
Media type: All Data type: Number Metric type: Disposition Metric name: Avg Sentimer Description: The average scor entered or began within the cor Calculation: Calculated as AG2 AG2_ID_*.SENTIMENT_ENTERED Media type: All Data type: Number Metric type: Disposition	atisfaction metrics. nt Score re reflecting the attitude expressentact center 2_ID_*.SENTIMENT divided by D.	 Customer Perspective Report Folder: Business Attribute > BA Customer ed by customers for interactions that Used in: This metric is not used in any reports.

Description: The average amount of time, in seconds, that age this business attribute, that arrived by transfer and were accept interval.	
Calculation: Calculated based on the Transfer Accepted and Transfer Accepted Time metrics, as follows: Transfer Accepted Time / Transfer Accepted	Used in:Daily Transfer Summary Report
Media type: Voice	
Data type: Number Metric type: Disposition	Transfer Dashboard
Metric name: Avg Wrap Time	Folder:
J	Business Attribute > BA Customer
Description: The average amount of time that agents spent per interactions that were assigned this business attribute.	rforming after call work for customer
Calculation: Calculated based on the Business Attribute > Wrap Time and Wrap metrics.	Used in:
wrap fille and wrap filetics.	Contact Center Dashboard
	Contact Center Report
	Interaction Volume Business Attribute
Media type: Voice	Report
Data type: Number Metric type: Disposition	Predictive Routing - AHT & QUEUE
	Predictive Routing AB Testing Report
	 Predictive Routing AB Testing Report (Hour)
Metric name: Conference Initiated Agent	Folder:
	Business Attribute > BA Customer
Description: The total number of times that agents initiated co the agents received where the interactions were established and	
Calculation:	
Media type: All (except Email)	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Deferred	Folder:
	Business Attribute > BA Customer
Description: The total number of customer interactions that en and where the customer accepted a Callback offer.	tered or began within the contact center,

Calculation:			
	Used in:		
Media type: Voice, Chat	Pre-Agent Termination Report		
Data type: Number Metric type: Disposition	• Fie-Agent lemination Report		
Metric name: Engage Time	Folder:		
Herre hunter Engage Time	Business Attribute > BA Customer		
Description: The total amount of time that agents were assigned this business attribute. This metric exclude collaborations, simple consultations, and other interaction (Wrap) time, and alert (ring) time.	les engagement time that is associated with		
Calculation:			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
Metric name: Entered	Folder:		
	Business Attribute > BA Customer		
Description: The total number of customer interactions and were assigned this business attribute. This count inc			
Calculation:	Used in:		
	Customer Perspective Report		
Media type: All	 Interaction Volume Business Attribute Email Report 		
Data type: Number	Pre-Agent Termination Report		
Metric type: Disposition	Task Volume Dashboard		
	Task Volume Report		
Metric name: Entered Thread	Folder:		
Metric name: Entered Thread	Folder: Business Attribute > BA Customer		
Metric name: Entered Thread Description: The total number of unique threads of cus entered or began within the contact center. This metric is	Business Attribute > BA Customer tomer interactions of this business attribute that		
Description: The total number of unique threads of cus	Business Attribute > BA Customer tomer interactions of this business attribute that s attributed to the first interval of the thread.		
Description: The total number of unique threads of cus entered or began within the contact center. This metric i	Business Attribute > BA Customer tomer interactions of this business attribute that		
Description: The total number of unique threads of cus entered or began within the contact center. This metric in Calculation:	Business Attribute > BA Customer tomer interactions of this business attribute that s attributed to the first interval of the thread.		

Metric name: Entered with Actionability		Folder: Business Attribute > BA Customer	
Description: The total score, a degree to which interactions re		isiness attribute, that measures the	
Calculation:			
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
		Folder:	
Metric name: Entered with	Influence	Business Attribute > BA Customer	
Description: The total number this business attribute.	r of times that influence scores w	ere recorded for customer interactions of	
Calculation:			
Media type: All		Used in:	
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
Metric name: Entered with	Objective	Folder:	
		Business Attribute > BA Customer	
were assigned this business att		tered or began within the contact center, service objective or a response threshold an zero.	
Calculation:		Used in:	
Media type: All		Business Metrics Executive Report	
Data type: Number Metric type: Disposition		Interaction Volume Business Attribute Report	
Metric name: Entered with	Revenue	Folder:	
		Business Attribute > BA Customer	
Description: The total number were assigned this business att	r of customer interactions that en ribute, and had associated reven	tered or began within the contact center, ue.	
		than the total number of interactions that entered teraction, revenue is attributed to the first-handling	
Calculation:		Used in:	

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-satisfa interactions of this business attribute.	ction scores were recorded for customer		
This metric might yield results that are greater than the total number of intera if customer satisfaction scores were attributed more than once to the same in			
Calculation:			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	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	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
	Folder:		
Metric name: Finish No Response Time			
	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.			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		

	Metric	name:	Finish	Response	Time
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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	Used in:
Data type: Number Metric type: Disposition	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	Used in:
Data type: Number Metric type: Disposition	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 Th	reshold	Folder: Business Attribute > BA Customer
Description. The total number	of quetomor interactions of this	business attribute that were completed

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 forward wine the later DOMNI as at is a	
the[agg-gim-thld-ID-IXN] section.	
Calculation:	Used in:
Media type: All	
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Finished No Response	Folder:
	Business Attribute > BA Customer
Description: The total number of completed interactions for includes interactions that were abandoned or otherwise stopp	
Calculation: Calculated as the difference between Business	
Attribute > Finished and Finished Response metrics.	Used in:
Media type: Async	This metric is not used in any reports.
Data type: Number Metric type: Disposition	
Metric name: Finished Response	Folder:
	Business Attribute > BA Customer
Description: For synchronous media, the total number of con handled by agents or self-service IVR port resources and assig	
For email, the total number of interactions of this business attribute that had	a response.
Calculation:	Used in:
Calculation: Media type: All	Used in:
Media type: All Data type: Number	Interaction Volume Business Attribute
Media type: All	
Media type: All Data type: Number	Interaction Volume Business Attribute
Media type: All Data type: Number Metric type: Disposition	Interaction Volume Business Attribute
Media type: All Data type: Number	Interaction Volume Business Attribute Email Report
Media type: All Data type: Number Metric type: Disposition	Interaction Volume Business Attribute Email Report Folder:
Media type: All Data type: Number Metric type: Disposition	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether customer attempt. A value of NO indicates that the customer of Calculation:	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first raised the same issue again within 7 days. Used in:
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether customer attempt. A value of NO indicates that the customer of Calculation: Media type: All	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first raised the same issue again within 7 days. Used in: Predictive Routing AB Testing Report
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether customer attempt. A value of NO indicates that the customer of Calculation:	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first raised the same issue again within 7 days. Used in:
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether customer attempt. A value of NO indicates that the customer of Calculation: Media type: All Data type: Number	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first raised the same issue again within 7 days. Used in: Predictive Routing AB Testing Report Predictive Routing AB Testing Report
Media type: All Data type: Number Metric type: Disposition Metric name: First Contact Resolution Result Description: First Contact Resolution (FCR) measures whether customer attempt. A value of NO indicates that the customer of Calculation: Media type: All Data type: Number	 Interaction Volume Business Attribute Email Report Folder: Business Attribute > BA Customer r issues were resolved during the first raised the same issue again within 7 days. Used in: Predictive Routing AB Testing Report Predictive Routing AB Testing Report

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-gim-thid-ID-IXN]** section.

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

Metric name: First ResponseTime

Business Attribute > BA Customer

Folder:

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.

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

Metric name: Focus Time

Folder:

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:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Handle Time	Folder: Business Attribute > BA Customer	
Description: The total amount of time that agents spent har business attribute. This duration is calculated as the sum of e that is associated with interactions, consult time for interaction consultations that agents received.	ngage time, hold time, ACW (wrap) time	
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		
Metric name: Hold	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interactions of the hold.		
	is business attribute that agents had on	
hold.		
hold. Calculation:	is business attribute that agents had on	
hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition	is business attribute that agents had on Used in: This metric is not used in any reports.	
hold. Calculation: Media type: Voice Data type: Number	is business attribute that agents had on Used in:	
hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition	is business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer	
hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Hold Time Description: The total amount of time that agents had custor	is business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer mers on hold for interactions assigned this	
hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Hold Time Description: The total amount of time that agents had custor business attribute.	is business attribute that agents had on Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer	

Metric type: Disposition		
Metric name: Influence Sco	ore	Folder: 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:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Matria nama Invita		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 voice media only.	in which the alerting/dialing first occurre	d. The dialing component of this metric applies to
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Invite Time		Folder: Business Attribute > BA Customer
Description: The total amount agents plus the total duration of For the alerting component of this meta	of dialing performed by agents. ric, interactions do not have to be establi asured for established interactions only a	Business Attribute > BA Customer
Description: The total amount agents plus the total duration of For the alerting component of this metidialing component, dial duration is mean	of dialing performed by agents. ric, interactions do not have to be establi asured for established interactions only a	Business Attribute > BA Customer ns of this business attribute alerted at shed for this metric to be incremented. For the nd is applicable only to voice media. This metric is
Description: The total amount agents plus the total duration of For the alerting component of this metadialing component, dial duration is meaattributed to the interval in which the a	of dialing performed by agents. ric, interactions do not have to be establi asured for established interactions only a	Business Attribute > BA Customer ns of this business attribute alerted at shed for this metric to be incremented. For the
Description: The total amount agents plus the total duration of For the alerting component of this met dialing component, dial duration is mea attributed to the interval in which the a Calculation:	of dialing performed by agents. ric, interactions do not have to be establi asured for established interactions only a	Business Attribute > BA Customer ns of this business attribute alerted at shed for this metric to be incremented. For the nd is applicable only to voice media. This metric is
Description: The total amount agents plus the total duration of For the alerting component of this met dialing component, dial duration is met attributed to the interval in which the a Calculation: Media type: All Data type: Number	of dialing performed by agents. ric, interactions do not have to be establi asured for established interactions only a	Business Attribute > BA Customer ns of this business attribute alerted at shed for this metric to be incremented. For the nd is applicable only to voice media. This metric is Used in:

		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:		Used in:	
Media type: Voice, Chat, Open (sync)		 Interaction Volume Business Attribute Report 	
Data type: Number Metric type: Disposition		Pre-Agent Termination Report	
Metric name: Max Abandone	d Waiting Time (Fmt)	Folder:	
		Business Attribute > BA Customer	
began within the contact center a	and were assigned this busines	ustomer interactions that entered or s attribute spent in a queue and/or bandoned or stopped for any reason.	
Calculation:		Used in:	
Media type: Voice, Chat, Open (sync)		 Interaction Volume Business Attribute Report 	
Data type: Number Metric type: Disposition		Pre-Agent Termination Report	
Metric name: Max Accept Tin	ne 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:		Used in:	
Media type: All		 Interaction Volume Business Attribute Email Report 	
Data type: Number Metric type: Disposition		 Interaction Volume Business Attribute Report 	
		Falden	
Metric name: Max Accept Tin	ne Agent (Fmt)	Folder: Business Attribute > BA Customer	
Description: The longest amoun	t of time (HH:MM:SS) that cust	omer 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	 Interaction Volume Business Attribute Email Report 	
Data type: Number Metric type: Disposition	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-aba interactions of this business attribute spent in a queue or alertin before the interactions were abandoned or stopped for any reas	ng/ringing at the first handling resource	
This metric relies on the value of the short-abandoned threshold as configur	red 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,	Used in:	
Open (sync)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
Metric name: Max Standard Abandoned Waiting Time (Fmt)	Folder:	
(FIIIC)	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 configur	red 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,	Used in:	
Open (sync)	This metric is not used in any reports.	
Data type: Number		
Metric type: Disposition		
Metric name: Offered	Folder:	
	Business Attribute > BA Customer	
Description: The total number of customer interactions that en	ntered 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 on the (BA Customer >) Entered and Short Abandoned Waiting metrics. Media type: All Data type: Number Metric type: Disposition	 Used in: Contact Center Dashboard Pre-Agent Termination Report Predictive Routing AB Testing Report (Hour) Predictive Routing Operational Report Task Volume Dashboard Task Volume Report
Metric name: Responded	Folder:

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.
Metric name: Response Ratio	Folder:

Business Attribute > BA Customer

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 Custome Responses and Responded metrics.	r >) Used in:
Media type: All Data type: Number	Customer Perspective Report
Metric type: Disposition	

Metric name: Responses		Folder: Business Attribute > BA Customer
Description: For voice and chat attribute that were accepted by I		tomer interactions of this business
	resource can create multiple replies; thi	agents) created outbound replies that might or is metric's value reflects each reply. The value of
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Mateia and December		Folder:
Metric name: Revenue		Business Attribute > BA Customer
Description: The total revenue business attribute.	generated during the interval by	y customer interactions assigned this
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Satisfaction		Business Attribute > BA Customer
Description: The sum of numer interactions assigned this busine		ion that were attributed to customer
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Sentiment Fac	tor	Business Attribute > BA Customer
Description: This metric is used Category dimension.	for internal purposes to assign	a factor to the Classify Sentiment
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 Classify Sentiment Category me Media type: All Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.
Metric name: Sentiment In	dex	Folder: 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 Attribute > BA Customer metric Influence Entered Diff, Sentime Entered with Sentiment.	cs: Influence Score, Sentiment	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
Metric name: Sentiment In	fluence Entered Diff	Folder: 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 the Business Attribute > BA Cu Sentiment, Entered with Influer Entered with Influence.	stomer folder: Entered with	Used in:
Media type: Data type: Metric type: Disposition		This metric is not used in any reports.
Metric name: Sentiment So	ore	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:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Falder	
Metric name: Short Abandoned Waiting	Folder: Business Attribute > BA Customer	
Description: The total number of customer interactions of this or dropped for any reason within the threshold while they were		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Standard Abandoned Waiting	Folder:	
	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 abandoned-while-alerting interactions.		
and were abandoned or dropped for any reason. Excludes shor		
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned	t-abandoned interactions and abandoned-	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting.	t-abandoned interactions and abandoned- Used in:	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports.	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number	t-abandoned interactions and abandoned- Used in:	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric type: Disposition	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports.	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric type: Disposition	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer interactions of this business attribute that	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric type: Disposition Metric name: Standard Abandoned Waiting Time Description: The total amount of time that is associated with	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer interactions of this business attribute that effore the interactions could be established.	
and were abandoned or dropped for any reason. Excludes short while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric type: Disposition Metric name: Standard Abandoned Waiting Time Description: The total amount of time that is associated with were abandoned by the customer or dropped for any reason be	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer interactions of this business attribute that	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric type: Disposition Metric name: Standard Abandoned Waiting Time Description: The total amount of time that is associated with were abandoned by the customer or dropped for any reason be Calculation:	t-abandoned interactions and abandoned- Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer interactions of this business attribute that effore the interactions could be established.	
and were abandoned or dropped for any reason. Excludes shor while-alerting interactions. Calculation: Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting. Media type: All Data type: Number Metric name: Standard Abandoned Waiting Time Description: The total amount of time that is associated with were abandoned by the customer or dropped for any reason be Calculation: Media type: All Data type: Number	Used in: This metric is not used in any reports. Folder: Business Attribute > BA Customer interactions of this business attribute that effore the interactions could be established. Used in:	

Metric name: Start Date Ti	me Key	Business Attribute > BA Customer
Description: This metric is rest the AG2_ID hierarchy.	erved for internal use to employ	a key for a particular date and time from
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Transfer Acce	epted	Folder:
Introduced: 100.0.027.0001		Business Attribute > BA Customer
Description: Total number of i were accepted by the agent du		ess attribute, that arrived by transfer and
Calculation:		Used in:
Media type:		Agent Transfer Summary Report
Data type: Metric type: Disposition		Daily Transfer Summary ReportTransfer Dashboard
Metric name: Transfer Acce	epted Cold	Folder:
Introduced: 100.0.027.0001		Business Attribute > BA Customer
	ent group (depending on the rele	ons were successfully cold transferred evant GCXI Project attributes for this
Calculation: Calculated as the Transfer Accepted and Transfer	difference between the Accepted Warm metrics.	
Media type:		Agent Transfer Summary Report
Data type:		Daily Transfer Summary Report
		Transfer Dealsheard
Metric type: Disposition		Transfer Dashboard
	ented Time	• Transfer Dashboard
Metric type: Disposition Metric name: Transfer Acce	epted Time	

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:		
Data type: Metric type: Disposition	This metric is not used in any reports.	
Metric name: Transfer Accepted Warm	Folder:	
Introduced: 100.0.027.0001	Business Attribute > BA Customer	
Description: Total number of interactions, assigned this busin and were offered to the agent during the reporting interval.	ess attribute, that arrived by warm transfer	
Calculation:	Used in:	
Media type:	Agent Transfer Summary Report	
Data type:	Daily Transfer Summary Report	
Metric type: Disposition	Transfer Dashboard	
Metric name: Transfer Initiated Agent Folder:		
	Business Attribute > BA Customer	
Description: The total number of customer interactions of thi transferred. Both warm and blind transfers are reflected in this		
Calculation:	Used in:	
	Agent Transfer Summary Report	
	Daily Transfer Summary Report	
Media type:	Interaction Volume Business Attribute Email Report	
Data type: Metric type: Disposition	Interaction Volume Business Attribute 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 Transfer Initiated Agent and Transfer Initiated Warm metrics.	Used in:	
Media type:	Daily Transfer Summary Report	
Data type: Metric type: Disposition	Transfer Dashboard	
Metric name: Transfer Initiated Warm	Folder:	
Introduced: 100.0.027.0001	Business Attribute > BA Customer	
Description: Total number of warm transfers of interactions initiated by the agent during the reporting interval.	assigned this business attribute, that were	
Calculation:	Used in:	
Media type:	Daily Transfer Summary Report	
Data type: Metric type: Disposition	Transfer Dashboard	
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 > B. Customer > Transfer Initiated Agent and Business Attribute >	A Used in:	
BA Customer > Offered metrics.	Contact Center Report	
Media type:	• Predictive Routing AB Testing Report	
Data type: Metric type: Disposition	Predictive Routing AB Testing Report (Hour)	
Metric name: Wrap	Folder:	
	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:		
Media type:	Used in:	
Data type: Metric type: Disposition	This metric is not used in any reports.	
	Folder:	

Metric name: Wrap Time		Business Attribute > BA Customer
Description: The total amount of time that resources spent in ACW (Wrap) state for customer interactions that were received of this business attribute.		
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	Folder: Business Attribute > BA Predictive Routing	
Description: Percentage of active interactions that received a predictive routing error score.		
Calculation: Calculated based on the value of the Business Attribute > BA Predictive Routing > Error and the value of Business Attribute > BA Predictive Routing > Active metrics.	Used in: Model Efficiency 	
Media type: All Data type: Number Metric type: Disposition	Predictive Routing - Model EfficiencyPredictive Routing Operational Report	
Metric name: Active	Folder: Business Attribute > BA Predictive Routing	
Description: The total amount of time 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	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Agent Score	Folder: Business Attribute > BA Predictive Routing	
Description: The sum of all agent scores for agents who handle	ed interactions routed by GPR.	

Calculation:			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
Metric name: Avg Agent Score	Folder: 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 ag agents who handled an interaction routed by the total number of interactions.	gent scores for Used in:		
Media type: All			
Data type: Number Metric type: Disposition	Predictive Routing - Model EfficiencyPredictive Routing Operational Report		
Matric name: Ava Turnaround Time	Folder:		
Metric name: Avg Turnaround Time	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 Busin Customer > Accepted and Business Attribute Routing > Turnaround Time metrics.			
Media type:	Predictive Routing - Model Efficiency		
Data type: Metric type:	Predictive Routing Operational Report		
Metric name: Error	Folder:		
Metric name. Error	Business Attribute > BA Predictive Routing		
	ing scoring results, this field contains the error message. The teger between 1 and 10 to identify the error as one of the • 7 — Failed to build scoring request		
• 2 — Authentication to scoring engine faile	ed • 8 — SetIdealAgent or SetReadyCondition execution error		
• 3 — Scoring request failed	• 9 — Interaction log not found in global map		
• 4 — Agent list is empty	• 10 —- Unknown error		
 5 — URS overload, interaction skipped 			
5 Ono overload, interaction skipped	 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		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Turnaround Time		Folder:
		Business Attribute > BA Predictive Routing
Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		Model Efficiency

Folder: Business Attribute > BA User Data Example

There are no metrics in this folder.