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# Genesys CX Insights Multicloud Projects Reference Guide

Business Attribute Metrics

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

### Related documentation:

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- [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 otherwise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see [About Genesys CX Insights Projects](#).

### Important

Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

#### Business Attribute

- There are no metrics in this folder

#### Business Attribute > BA Call

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## 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 in collaboration or simple consultation for customer interactions that were assigned this business attribute.

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

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

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



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| <b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Consult Received Invite Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> The total amount of time that simple consult interactions of this attribute alerted or rang at agent resources.<br>Consultations do not have to be established for this metric to be incremented. |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All (except Chat)  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Consult Received Invite Warm</b>  |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> The total number of warm consult interactions of this business attribute that rang at agent resources before the agents accepted the calls.   |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> Voice  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Consult Received Invite Warm Time</b>   |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> The total amount of time that warm consult interactions of this business attribute that alerted or rang at agents.  |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All (except Chat)  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Consult Received Time</b>   |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> The total amount of time that agents were engaged as recipients in collaborations or consultations, where the interactions were assigned this business attribute and associated with customer     |  |  |

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interactions. This metric includes hold duration.

**Calculation:** Calculated as the sum of AG2\_ID\_\*.CONSULT\_RECEIVED\_ENGAGE\_TIME plus AG2\_ID\_\*.CONSULT\_RECEIVED\_HOLD\_TIME.

**Media type:** All (except Chat)

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

**Used in:**

This metric is not used in any reports.

**Metric name: Consult Received Warm Hold**

**Folder:**

Business Attribute > BA Consults

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

**Calculation:**

**Media type:** Voice

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

**Used in:**

This metric is not used in any reports.

**Metric name: Consult Received Warm Hold Time**

**Folder:**

Business Attribute > BA Consults

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

**Calculation:**

**Media type:** Voice

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

**Used in:**

This metric is not used in any reports.

**Metric name: Consult Received Warm Time**

**Folder:**

Business Attribute > BA Consults

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

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

**Calculation:** Calculated as AG2\_ID\_\*.CONSULT\_RCV\_WARM\_ENGAGE\_TIME plus AG2\_ID\_\*.CONSULT\_RCV\_WARM\_HOLD\_TIME.

**Used in:**

This metric is not used in any reports.

|  |  |  |
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| <b>Media type:</b> Voice<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Consult Received Warm Wrap   | <b>Folder:</b><br>Business Attribute > BA Consults         |  |
| <b>Description:</b> The total number of consultations that agents received for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute, and the interactions were transferred to or conferenced with the agents.<br><br>In common call-flow scenarios, this metric yields a value of zero.  |  |  |
| <b>Calculation:</b>  | <b>Used in:</b><br>This metric is not used in any reports. |  |
| <b>Media type:</b> Voice<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Consult Received Warm Wrap Time  | <b>Folder:</b><br>Business Attribute > BA Consults         |  |
| <b>Description:</b> The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were associated with customer interactions that were assigned this business attribute and the interactions were transferred to or conferenced with the agents.<br><br>This metric includes: <ul style="list-style-type: none"> <li>ACW durations that were associated with conferences, where the customer leaves the interactions.</li> <li>Internal contact center interactions where interactions were transferred to the agents.</li> </ul> In common call-flow scenarios, this metric yields a value of zero. |  |  |
| <b>Calculation:</b>  | <b>Used in:</b><br>This metric is not used in any reports. |  |
| <b>Media type:</b> Voice<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Consult Received Wrap  | <b>Folder:</b><br>Business Attribute > BA Consults         |  |
| <b>Description:</b> The total number of simple consultations for which agents entered ACW state where the consultations were associated with customer interactions of this business attribute and the agents were the recipients of the consultation requests.   |  |  |
| <b>Calculation:</b>  | <b>Used in:</b>  |  |

|   |  |  |
|---|--|--|
| <b>Media type:</b> Voice<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | This metric is not used in any reports.                    |
| <b>Metric name:</b> Consult Received Wrap Time  |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> The total amount of time that this agent spent in ACW (Wrap) state after requests for simple consultation that the agent accepted, where the consultations were associated with customer interactions that were sourced from this campaign. |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> Voice<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Consult Responses   |  | <b>Folder:</b><br>Business Attribute > BA Consults         |
| <b>Description:</b> For e-mail, the total number of collaboration replies that were initiated within the contact center.<br><br>For voice, this metric is the same as BA Consults\Consult Received Accepted.  |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All (except Chat)<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |

## Folder: Business Attribute > BA Customer

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|--|--|
| <b>Metric name:</b> % Abandoned Inviting   | <b>Folder:</b><br>Business Attribute > BA Customer |
| <b>Description:</b> The percentage of interactions that entered the contact center, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered the contact center.<br><br>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN]</b> section. |  |
| <b>Calculation:</b> Calculated based on the Business Attribute >   | <b>Used in:</b>                                    |

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| Abandoned Inviting and Offered metrics.  |  | <ul style="list-style-type: none"> <li>• Contact Center Report</li> </ul>   |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % Abandoned Waiting  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The percentage of customer interactions of this business attribute that were abandoned, relative to the total number of customer interactions of this business attribute that entered or began within the contact center during the interval.  |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Abandoned Waiting and Entered metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Pre-Agent Termination Report</li> </ul> |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % Accept Service Level   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The service level measured as a percentage of interactions that entered this tenant and were accepted within a user-defined threshold, relative to all interactions that entered this tenant and were offered to a resource.   |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accepted in Threshold and Offered metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Report</li> <li>• Customer Perspective Report</li> </ul>  |
| <b>Media type:</b> All<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name:</b> % Accepted   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The percentage of customer interactions of this business attribute that were accepted, relative to the total number of interactions of this business attribute that were offered to a handling resource.<br><br>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN]</b> section. |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accepted and Offered metrics.   |  | <b>Used in:</b>   |

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| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Task Volume Report</li> </ul> |
| <b>Metric name:</b> % Accepted Agent  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <p><b>Description:</b> 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.</p> <p>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN]</b> section.</p> |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accepted Agent and Offered metrics.  |  | <b>Used in:</b><br>This metric is not used in any reports.  |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % Finished Service Level  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <p><b>Description:</b> The percentage of time within the interval that this agent was engaged with customers to the total duration within the interval of the agent's active session on a particular media channel.</p>   |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Finished in Threshold and Finished metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Customer Perspective Report</li> <li>• Interaction Volume Business Attribute Email Report</li> </ul>   |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % First Response Time Service Level   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <p><b>Description:</b> The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold to all customer interactions that were offered to handling resources.</p>   |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > First Response in Threshold and Entered with Objective   |  | <b>Used in:</b>   |

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| metrics.  |  | <ul style="list-style-type: none"> <li>• Business Metrics Executive Report</li> <li>• Contact Center Report</li> <li>• Customer Perspective Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> </ul> |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % Short Abandoned Waiting   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> 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.<br><br>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN]</b> section. |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Short Abandoned Waiting and Entered with Objective metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Report</li> </ul>   |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name:</b> % Transfer Initiated  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> 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.   |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Transfer Initiated and Accepted metrics.   |  | <b>Used in:</b><br><br>This metric is not used in any reports.  |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> % Transfer Initiated Agent  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> 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.  |  |   |

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| <b>Calculation:</b> Calculated based on the Business Attribute > Transfer Initiated Agent and Accepted Agent metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Result Report</li> <li>• Task Volume Report</li> </ul> |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Abandoned Inviting  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions of this business attribute that were abandoned or dropped for any reason while they were alerting or ringing at the first handling resource. This count includes short-abandoned interactions.  |  |  |
| <b>Calculation:</b>   |  |  |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Report</li> </ul>  |
| <b>Metric name:</b> Abandoned Waiting   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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. |  |  |
| <b>Calculation:</b>   |  |  |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Campaign Summary Report</li> <li>• Interaction Volume Business Result Report</li> <li>• Pre-Agent Termination Report</li> </ul>   |
| <b>Metric name:</b> Abandoned Waiting Time  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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.   |  |  |



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| <b>Calculation:</b><br><b>Media type:</b> Voice, Chat, Open (sync)<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> </ul>                |
| <b>Metric name: Accept Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total amount of time that customer interactions of this business attribute were queued and/or alerting or ringing before the interactions were accepted, answered, pulled, or initiated by the first-handling resource. Duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted, answered, pulled, or initiated by the handling resource. This metric includes alert (ring) time.      |  |  |
| <b>Calculation:</b><br><b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Metric name: Accept Time Agent</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total amount of time that 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. |  |  |
| <b>Calculation:</b><br><b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Metric name: Accepted</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by a handling resource.  |  |  |
| <b>Calculation:</b><br><b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• AHT</li> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> </ul> |

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|   |  | <ul style="list-style-type: none"> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Model Efficiency</li> <li>• Predictive Routing - AHT &amp; QUEUE</li> <li>• Predictive Routing - Model Efficiency</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> <li>• Predictive Routing Operational Report</li> <li>• Task Volume Dashboard</li> <li>• Task Volume Report</li> </ul> |
| <b>Metric name: Accepted Agent</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions of this business attribute that were accepted, answered, pulled, or initiated by an agent.  |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Accepted in Threshold</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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.<br><br>This metric relies on the value of the acceptance threshold as configured in the [agg-gim-thld-ID-IXN] section. |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Accepted Others</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |

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| <b>Description:</b> 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. |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accepted and Accepted Agent metrics.   |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> All<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
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| <b>Metric name:</b> Accepted Thread   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer-interaction threads that were accepted, initiated, or pulled by handling resources. This metric includes a handling resource's first participation in outbound replies to inbound interactions.  |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> Async<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
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| <b>Metric name:</b> Actionability Score   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.  |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> All<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
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| <b>Metric name:</b> ASA   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> The average amount of time (seconds) it took agents to accept, answer, or pull customer interactions assigned this business attribute.  |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Avg Accept Time Agent metric.  |  | <b>Used in:</b><br><br><ul style="list-style-type: none"> <li>Interaction Volume Business Attribute</li> </ul> |
| <b>Media type:</b> All  |  |  |

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| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | Email Report <ul style="list-style-type: none"> <li>Interaction Volume Business Attribute Report</li> <li>Predictive Routing - AHT &amp; QUEUE</li> <li>Predictive Routing AB Testing Report</li> <li>Predictive Routing AB Testing Report (Hour)</li> </ul>                  |
| <b>Metric name: ASA (Fmt)</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average amount of time (hh:mm:ss) it took agents to accept, answer, or pull customer interactions assigned this business attribute.  |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Avg Accept Time Agent metric.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>Interaction Volume Business Attribute Email Report</li> <li>Interaction Volume Business Attribute Report</li> <li>Predictive Routing AB Testing Report</li> <li>Predictive Routing AB Testing Report (Hour)</li> </ul> |
| <b>Media type:</b> All<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name: Avg Abandoned Waiting Time</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> 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. |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Abandoned Waiting Time and Abandoned Waiting metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>Contact Center Dashboard</li> <li>Contact Center Report</li> <li>Interaction Volume Business Attribute Report</li> <li>Pre-Agent Termination Report</li> </ul>   |
| <b>Media type:</b> Voice, Chat, Open (sync)<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Avg Accept Time</b>  |  | <b>Folder:</b>  |

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|  |  | Business Attribute > BA Customer   |
| <b>Description:</b> 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.                  |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accept Time and Accepted metrics.   |  | <b>Used in:</b>  |
| <b>Media type:</b> All   |  | <ul style="list-style-type: none"><li>• Predictive Routing - Model Efficiency</li><li>• Predictive Routing Operational Report</li></ul>          |
| <b>Data type:</b> Number   |  |  |
| <b>Metric type:</b> Disposition  |  |  |
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| <b>Metric name: Avg Accept Time Agent</b>  |  | <b>Folder:</b>   |
|  |  | Business Attribute > BA Customer   |
| <b>Description:</b> The average amount of time it took agents to accept customer interactions of this business attribute. This metric is identical to (BA Customer > )ASA.   |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Accept Time Agent and Accepted Agent metrics.   |  | <b>Used in:</b>  |
| <b>Media type:</b> All   |  | <ul style="list-style-type: none"><li>• Contact Center Dashboard</li><li>• Contact Center Report</li><li>• Customer Perspective Report</li></ul> |
| <b>Data type:</b> Number   |  |  |
| <b>Metric type:</b> Disposition  |  |  |
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| <b>Metric name: Avg Actionability Score</b>  |  | <b>Folder:</b>   |
|  |  | Business Attribute > BA Customer   |
| <b>Description:</b> 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. |  |  |
| The average considers only those interactions for which an actionability score was assigned.   |  |  |
| <b>Calculation:</b> Calculated as AG2_ID_*.ACTIONABILITY divided by AG2_ID_*.ACTIONABILITY_ENTERED.  |  | <b>Used in:</b>  |
| <b>Media type:</b> All   |  | This metric is not used in any reports.  |
| <b>Data type:</b> Number   |  |  |
| <b>Metric type:</b> Disposition  |  |  |
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| <b>Metric name: Avg Engage Time</b>  |  | <b>Folder:</b>   |
|  |  | Business Attribute > BA Customer   |
| <b>Description:</b> The average amount of time that agents were engaged with customers on interactions assigned this business attribute.   |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Engage Time and Accepted Agent metrics.   |  | <b>Used in:</b>  |

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| <p><b>Media type:</b> All</p> <p><b>Data type:</b> Number</p> <p><b>Metric type:</b> Disposition</p>  |  | <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Predictive Routing - AHT &amp; QUEUE</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> <li>• Task Volume Dashboard</li> <li>• Task Volume Report</li> </ul> |
| <p><b>Metric name:</b> Avg Finish No Response Time</p>  |  | <p><b>Folder:</b></p> <p>Business Attribute &gt; BA Customer</p>  |
| <p><b>Description:</b> The average amount of time of completed customer interactions that were assigned this business attribute for which no response (excluding acknowledgements) was sent to the customer.</p>  |  |   |
| <p><b>Calculation:</b> Calculated based on the Business Attribute &gt; Finish No Response Time and Finished No Response metrics.</p>  |  | <p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> </ul>  |
| <p><b>Media type:</b> All</p> <p><b>Data type:</b> Number</p> <p><b>Metric type:</b> Disposition</p>  |  |   |
| <p><b>Metric name:</b> Avg Finish Response Time</p>   |  | <p><b>Folder:</b></p> <p>Business Attribute &gt; BA Customer</p>  |
| <p><b>Description:</b> The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. This duration includes the entire lifespan of the interaction including processing, queueing, and handling.</p> |  |   |
| <p><b>Calculation:</b> Calculated based on the Business Attribute &gt; Finish Response Time and Finished Response metrics.</p>  |  | <p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Customer Perspective Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> </ul>   |
| <p><b>Media type:</b> All</p> <p><b>Data type:</b> Number</p> <p><b>Metric type:</b> Disposition</p>  |  |   |
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| <b>Metric name: Avg Finish Time</b>  |  | Business Attribute > BA Customer  |
| <b>Description:</b> The average amount of time that it took to complete customer interactions that were assigned this business attribute.                              |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Finish Time and Finished metrics.   |  | <b>Used in:</b><br><br>This metric is not used in any reports.  |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name: Avg First Response Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average duration of completed customer interactions that both had a response by a handling resource and were assigned this business attribute. |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Responded and Finish Time and Business Attribute > First Response Time metrics.                       |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Customer Perspective Report</li> </ul>  |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name: Avg Handle Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average amount of time that agents spent handling interactions assigned this business attribute.   |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Handle Time and Accepted Agent metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• AHT</li> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Predictive Routing - AHT &amp; QUEUE</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> </ul> |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |

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|  |  | <ul style="list-style-type: none"> <li>• Task Volume Dashboard</li> <li>• Task Volume Report</li> </ul>  |
| <b>Metric name: Avg Hold Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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.  |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Hold Time and Hold metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Predictive Routing - AHT &amp; QUEUE</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> </ul> |
| <b>Media type:</b> Voice<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Avg Influence Score</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The average score representing the customer's clout amassed on social networks at the moment when interactions entered or began within the contact center.   |  |  |
| <b>Calculation:</b> Calculated as AG2_ID_*.INFLUENCE divided by AG2_ID_*.INFLUENCE_ENTERED.  |  | <b>Used in:</b>  |
| <b>Media type:</b> All<br><br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | This metric is not used in any reports.  |
| <b>Metric name: Avg Invite Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The average amount of time that customer interactions alerted or rang at agent resources before the interactions were accepted plus the average duration of dialing that agents performed, where the calls were successfully established. This metric is attributed to the interval in which the interactions began. The dialing component of this metric applies to voice media only. |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Invite Time and Invite metrics.   |  | <b>Used in:</b>  |



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| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  | <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> </ul> |
| <b>Metric name:</b> Avg Revenue   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average amount of revenue that is generated for interactions assigned this business attribute. The average considers only those interactions for which revenue was generated.     |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Revenue and Entered with Revenue metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Customer Perspective Report</li> </ul>               |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> Avg Satisfaction  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average customer-satisfaction score of interactions assigned this business attribute. The average considers only those interactions for which customer satisfaction was recorded. |  |   |
| <b>Calculation:</b> Calculated based on the Business Attribute > Satisfaction and Entered with Satisfaction metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Customer Perspective Report</li> </ul>               |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> Avg Sentiment Score   |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The average score reflecting the attitude expressed by customers for interactions that entered or began within the contact center   |  |   |
| <b>Calculation:</b> Calculated as AG2_ID_*.SENTIMENT divided by AG2_ID_*.SENTIMENT_ENTERED.   |  | <b>Used in:</b> <p>This metric is not used in any reports.</p>  |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name:</b> Avg Transfer Accepted Handle Time<br><b>Introduced:</b> 100.0.027.0001  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |

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| <b>Description:</b> The average amount of time, in seconds, that agents spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval. |  |  |
| <b>Calculation:</b> Calculated based on the Transfer Accepted and Transfer Accepted Time metrics, as follows: Transfer Accepted Time / Transfer Accepted   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul>  |
| <b>Media type:</b> Voice   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Avg Wrap Time  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The average amount of time that agents spent performing after call work for customer interactions that were assigned this business attribute.  |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Wrap Time and Wrap metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Dashboard</li> <li>• Contact Center Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Predictive Routing - AHT &amp; QUEUE</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> </ul> |
| <b>Media type:</b> Voice   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Conference Initiated Agent   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were established and were of this business attribute.              |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b> All (except Email)  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Deferred   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions that entered or began within the contact center, and where the customer accepted a Callback offer.   |  |  |

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| <b>Calculation:</b>   |  | <b>Used in:</b> <ul style="list-style-type: none"><li>Pre-Agent Termination Report</li></ul> |
| <b>Media type:</b> Voice, Chat                              |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition |  |  |

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| <b>Metric name: Engage Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer |
| <b>Description:</b> The total amount of time that agents were engaged with customers for interactions that were assigned this business attribute. This metric excludes engagement time that is associated with collaborations, simple consultations, and other interaction-related durations, such as hold time, ACW (Wrap) time, and alert (ring) time. |  |  |

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| <b>Calculation:</b>   |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All                                      |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition |  |  |

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| <b>Metric name: Entered</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer |
| <b>Description:</b> The total number of customer interactions that entered or began within the contact center and were assigned this business attribute. This count includes abandoned interactions. |  |  |

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| <b>Calculation:</b>   |  | <b>Used in:</b> <ul style="list-style-type: none"><li>Customer Perspective Report</li><li>Interaction Volume Business Attribute Email Report</li><li>Pre-Agent Termination Report</li><li>Task Volume Dashboard</li><li>Task Volume Report</li></ul> |
| <b>Media type:</b> All                                      |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition |  |  |
|   |  |  |

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|--|--|--|
| <b>Metric name: Entered Thread</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer |
| <b>Description:</b> The total number of unique threads of customer interactions of this business attribute that entered or began within the contact center. This metric is attributed to the first interval of the thread. |  |  |

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|---|--|---|
| <b>Calculation:</b>   |  | <b>Used in:</b> <ul style="list-style-type: none"><li>Interaction Volume Summary Report</li></ul> |
| <b>Media type:</b> All                                      |  |   |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition |  |   |

|   |  |   |
|---|--|---|
| <b>Metric name: Entered with Actionability</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The total score, assigned to interactions of this business attribute, that measures the degree to which interactions required agent attention.  |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.  |
| <b>Media type:</b> All  |  |   |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Entered with Influence</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The total number of times that influence scores were recorded for customer interactions of this business attribute.   |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.  |
| <b>Media type:</b> All  |  |   |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Entered with Objective</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the <b>[agg-gim-thld-QUEUE-IXN]</b> section) greater than zero. |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Business Metrics Executive Report</li> <li>• Interaction Volume Business Attribute Report</li> </ul> |
| <b>Media type:</b> All  |  |   |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Entered with Revenue</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer  |
| <b>Description:</b> The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and had associated revenue.   |  |   |
| Unlike Entered with Satisfaction, this metric never yields results that are greater than the total number of interactions that entered or began within the contact center. If more than one agent handled the same interaction, revenue is attributed to the first-handling agent only.               |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b>   |

|  |  |  |
|--|--|--|
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  | This metric is not used in any reports.                    |
| <b>Metric name:</b> Entered with Satisfaction  |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <b>Description:</b> The total number of times that customer-satisfaction scores were recorded for customer interactions of this business attribute.<br><br>This metric might yield results that are greater than the total number of interactions that entered or began within the contact center if customer satisfaction scores were attributed more than once to the same interaction.  |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Entered with Sentiment   |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <b>Description:</b> The total number of times that sentiment scores were recorded for customer interactions of this business attribute.<br><br>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.  |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name:</b> Finish No Response Time  |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <b>Description:</b> 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. |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > Finish Time and Finish Response Time metrics.   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |

|  |  |  |
|--|--|--|
| <b>Metric name: Finish Response Time</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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. |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Finish Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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.  |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Finished</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of completed customer interactions that were assigned this business attribute. When there are no remaining active interactions during the interval, this metric is equivalent to (BA Customer >) Entered.   |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br><ul style="list-style-type: none"> <li>Interaction Volume Business Attribute Email Report</li> <li>Task Volume Dashboard</li> <li>Task Volume Report</li> </ul> |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Finished in Threshold</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> 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   |  |  |

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the[agg-gim-thld-ID-IXN] section.

**Calculation:**

**Media type:** All

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

**Used in:**

This metric is not used in any reports.

**Metric name: Finished No Response**

**Folder:**

Business Attribute > BA Customer

**Description:** The total number of completed interactions for which no response was created. This count includes interactions that were abandoned or otherwise stopped for any reason.

**Calculation:** Calculated as the difference between Business Attribute > Finished and Finished Response metrics.

**Media type:** Async

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

**Used in:**

This metric is not used in any reports.

**Metric name: Finished Response**

**Folder:**

Business Attribute > BA Customer

**Description:** For synchronous media, the total number of completed customer interactions that were handled by agents or self-service IVR port resources and assigned this business attribute.

For email, the total number of interactions of this business attribute that had a response.

**Calculation:**

**Media type:** All

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

**Used in:**

- Interaction Volume Business Attribute Email Report

**Metric name: First Contact Resolution Result**

**Folder:**

Business Attribute > BA Customer

**Description:** First Contact Resolution (FCR) measures whether issues were resolved during the first customer attempt. A value of NO indicates that the customer raised the same issue again within 7 days.

**Calculation:**

**Media type:** All

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

**Used in:**

- Predictive Routing AB Testing Report
- Predictive Routing AB Testing Report (Hour)

**Folder:**

|  |  |  |
|--|--|--|
| <b>Metric name: First Response in Threshold</b>  |  | Business Attribute > BA Customer                           |
| <p><b>Description:</b> 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.</p> <p>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 <b>response threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN]</b> section.</p> |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: First ResponseTime</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> 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.</p> <p>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.</p>  |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Focus</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> 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.</p>   |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Focus Time</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer         |



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**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

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

**Used in:**

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 handling interactions that were assigned this business attribute. This duration is calculated as the sum of engage time, hold time, ACW (wrap) time that is associated with interactions, consult time for interactions that agents received, and ACW time for consultations that agents received.

This duration excludes alert time.

**Calculation:** Calculated based on the Business Attribute > Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time metrics.

**Media type:** All

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

**Used in:**

This metric is not used in any reports.

**Metric name: Hold**

**Folder:**

Business Attribute > BA Customer

**Description:** The total number of customer interactions of this business attribute that agents had on hold.

**Calculation:**

**Media type:** Voice

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

**Used in:**

This metric is not used in any reports.

**Metric name: Hold Time**

**Folder:**

Business Attribute > BA Customer

**Description:** The total amount of time that agents had customers on hold for interactions assigned this business attribute.

**Calculation:**

**Media type:** Voice

**Data type:** Number

**Used in:**

This metric is not used in any reports.

|  |  |  |
|--|--|--|
| <b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Influence Score</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer             |
| <b>Description:</b> The total score that represents the customer's clout that has amassed on social networks for customer interactions of this business attribute.   |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Invite</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer             |
| <b>Description:</b> 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.<br><br>This metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only.   |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Invite Time</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer             |
| <b>Description:</b> The total amount of time that customer interactions of this business attribute alerted at agents plus the total duration of dialing performed by agents.<br><br>For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established interactions only and is applicable only to voice media. This metric is attributed to the interval in which the alerting/dialing first occurred. |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
| <b>Metric name: Max Abandoned Waiting Time</b>   |  | <b>Folder:</b>   |

|   |  |   |
|---|--|---|
|   |  | Business Attribute > BA Customer  |
| <b>Description:</b> 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.  |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b>   |
| <b>Media type:</b> Voice, Chat, Open (sync)   |  | <ul style="list-style-type: none"><li>Interaction Volume Business Attribute Report</li><li>Pre-Agent Termination Report</li></ul>                       |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
|   |  |   |
| <b>Metric name: Max Abandoned Waiting Time (Fmt)</b>  |  | <b>Folder:</b>  |
|   |  | Business Attribute > BA Customer  |
| <b>Description:</b> The maximum amount of time (HH:MM:SS) that customer interactions that entered or began within the contact center and were assigned this business attribute spent in a queue and/or alerting/ringing at the first target before the interactions were abandoned or stopped for any reason.   |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b>   |
| <b>Media type:</b> Voice, Chat, Open (sync)   |  | <ul style="list-style-type: none"><li>Interaction Volume Business Attribute Report</li><li>Pre-Agent Termination Report</li></ul>                       |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
|   |  |   |
| <b>Metric name: Max Accept Time Agent</b>   |  | <b>Folder:</b>  |
|   |  | Business Attribute > BA Customer  |
| <b>Description:</b> 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.  |  |   |
| <b>Calculation:</b>   |  | <b>Used in:</b>   |
| <b>Media type:</b> All  |  | <ul style="list-style-type: none"><li>Interaction Volume Business Attribute Email Report</li><li>Interaction Volume Business Attribute Report</li></ul> |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |   |
|   |  |   |
| <b>Metric name: Max Accept Time Agent (Fmt)</b>   |  | <b>Folder:</b>  |
|   |  | Business Attribute > BA Customer  |
| <b>Description:</b> The longest amount of time (HH:MM:SS) that customer interactions of this business attribute spent in a queue before the interactions were accepted by the first handling resource. The duration starts when the interaction enters or begins within the contact center and ends when the interaction is accepted. This metric includes alert (ring) time. |  |   |

|   |  |  |
|---|--|--|
| <b>Calculation:</b>   |  | <b>Used in:</b>  |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number  |  | <ul style="list-style-type: none"> <li>Interaction Volume Business Attribute Email Report</li> <li>Interaction Volume Business Attribute Report</li> </ul> |
| <b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Max Standard Abandoned Waiting Time   |  | <b>Folder:</b>   |
|   |  | Business Attribute > BA Customer   |
| <b>Description:</b> The longest time (seconds) beyond the short-abandoned threshold that customer interactions of this business attribute spent in a queue or alerting/ringing at the first handling resource before the interactions were abandoned or stopped for any reason.<br><br>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN] section</b> .  |  |  |
| <b>Calculation:</b> Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.  |  | <b>Used in:</b>  |
| <b>Media type:</b> Voice, Chat, Open (sync)   |  |  |
| <b>Data type:</b> Number  |  | This metric is not used in any reports.  |
| <b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Max Standard Abandoned Waiting Time (Fmt)   |  | <b>Folder:</b>   |
|   |  | Business Attribute > BA Customer   |
| <b>Description:</b> 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.<br><br>This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-ID-IXN] section</b> . |  |  |
| <b>Calculation:</b> Calculated based on the (BA Customer >) Max Abandoned Waiting Time and Standard Abandoned Waiting metrics.  |  | <b>Used in:</b>  |
| <b>Media type:</b> Voice, Chat, Open (sync)   |  |  |
| <b>Data type:</b> Number  |  | This metric is not used in any reports.  |
| <b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Offered   |  | <b>Folder:</b>   |
|   |  | Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions that entered or began within the contact center   |  |  |

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

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

**Calculation:** Calculated based 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
- Predictive Routing AB Testing Report (Hour)
- Predictive Routing Operational Report
- Task Volume Dashboard
- Task Volume Report

**Metric name: Responded**

**Folder:**

Business Attribute > BA Customer

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

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

**Calculation:**

**Media type:** All

**Data type:** Number

**Metric type:** Disposition

**Used in:**

This metric is not used in any reports.

**Metric name: Response Ratio**

**Folder:**

Business Attribute > BA Customer

**Description:** The ratio of interactions of this business attribute for which an outbound reply was created to customers to all accepted interactions of this business attribute.

For all media types, this ratio could be greater than 1:1.

**Calculation:** Calculated based on the (BA Customer >) Responses and Responded metrics.

**Media type:** All

**Data type:** Number

**Metric type:** Disposition

**Used in:**

- Customer Perspective Report

|   |  |  |
|---|--|--|
| <b>Metric name: Responses</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> For voice and chat media, the total number of customer interactions of this business attribute that were accepted by handling resources.</p> <p>For e-mail, this metric represents the total number times that resources (such as agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply. The value of this metric is greater than or equal to Responded.</p> |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Revenue</b>   |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> The total revenue generated during the interval by customer interactions assigned this business attribute.</p>   |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Satisfaction</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> The sum of numerical scores of customer satisfaction that were attributed to customer interactions assigned this business attribute.</p>   |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports. |
| <b>Media type:</b> All<br><b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Sentiment Factor</b>  |  | <b>Folder:</b><br>Business Attribute > BA Customer         |
| <p><b>Description:</b> This metric is used for internal purposes to assign a factor to the Classify Sentiment Category dimension.</p> <p>This factor takes on one of four values:</p>   |  |  |

- -1, when Classify Sentiment Category is Negative.
- 0.25, when Classify Sentiment Category is Neutral.
- 1, when Classify Sentiment Category is Positive.
- 0, otherwise.

**Calculation:** Calculated based on the (BA Customer >) Classify Sentiment Category metric.

**Media type:** All

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

**Used in:**

This metric is not used in any reports.

**Metric name:** Sentiment Index

**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 on the following Business Attribute > BA Customer metrics: Influence Score, Sentiment Influence Entered Diff, Sentiment Score, Sentiment Factor, Entered with Sentiment.

**Media type:**

**Data type:**  
**Metric type:**

**Used in:**

This metric is not used in any reports.

**Metric name:** Sentiment Influence 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 on the following metrics from the Business Attribute > BA Customer folder: Entered with Sentiment, Entered with Influence, Entered with Sentiment, Entered with Influence.

**Media type:**

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

**Used in:**

This metric is not used in any reports.

**Metric name:** Sentiment Score

**Folder:**

Business Attribute > BA Customer

|  |  |  |
|--|--|--|
| <b>Description:</b> 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.                                  |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
|  |  |  |
| <b>Metric name: Short Abandoned Waiting</b>  |  | <b>Folder:</b><br><br>Business Attribute > BA Customer         |
| <b>Description:</b> The total number of customer interactions of this business attribute that were abandoned or dropped for any reason within the threshold while they were waiting for the first handling resource.                         |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
|  |  |  |
| <b>Metric name: Standard Abandoned Waiting</b>   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer         |
| <b>Description:</b> 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. |  |  |
| <b>Calculation:</b> Calculated as the value of Business Attribute > BA Customer > Abandoned Waiting minus the value of Business Attribute > BA Customer > Short Abandoned Waiting.   |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
|  |  |  |
| <b>Metric name: Standard Abandoned Waiting Time</b>  |  | <b>Folder:</b><br><br>Business Attribute > BA Customer         |
| <b>Description:</b> The total amount of time that is associated with interactions of this business attribute that were abandoned by the customer or dropped for any reason before the interactions could be established.                     |  |  |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports. |
| <b>Media type:</b> All   |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |  |
|  |  |  |
|  |  | <b>Folder:</b>   |



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|--|--|---|
| <b>Metric name: Start Date Time Key</b>  |  | Business Attribute > BA Customer  |
| <b>Description:</b> This metric is reserved for internal use to employ a key for a particular date and time from the AG2_ID hierarchy.   |  |   |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br>This metric is not used in any reports.  |
| <b>Media type:</b> All   |  |   |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition  |  |   |
| <b>Metric name: Transfer Accepted</b>  |  | <b>Folder:</b><br><br>Business Attribute > BA Customer  |
| <b>Introduced:</b> 100.0.027.0001  |  |   |
| <b>Description:</b> Total number of interactions, assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval.   |  |   |
| <b>Calculation:</b>  |  | <b>Used in:</b><br><br><ul style="list-style-type: none"> <li>• Agent Transfer Summary Report</li> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul> |
| <b>Media type:</b>   |  |   |
| <b>Data type:</b><br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Transfer Accepted Cold</b>   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer  |
| <b>Introduced:</b> 100.0.027.0001  |  |   |
| <b>Description:</b> The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval. |  |   |
| <b>Calculation:</b> Calculated as the difference between the Transfer Accepted and Transfer Accepted Warm metrics.   |  | <b>Used in:</b><br><br><ul style="list-style-type: none"> <li>• Agent Transfer Summary Report</li> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul> |
| <b>Media type:</b>   |  |   |
| <b>Data type:</b><br><b>Metric type:</b> Disposition   |  |   |
| <b>Metric name: Transfer Accepted Time</b>   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer  |
| <b>Description:</b> The amount of time, in seconds, that the agent spent handling interactions assigned this business attribute, that arrived by transfer and were accepted by the agent during the reporting interval..                               |  |   |

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| Used for calculating Avg Transfer Accepted Handle Time.  |  |
| <b>Calculation:</b> $AG2\_ID\_*.XFER\_ACCEPTED\_HOLD\_TIME + AG2\_ID\_*.XFER\_ACCEPTED\_ENGAGE\_TIME$  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b><br><b>Data type:</b><br><b>Metric type:</b> Disposition   |  |
|  |  |
| <b>Metric name: Transfer Accepted Warm</b><br><b>Introduced:</b> 100.0.027.0001  | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> Total number of interactions, assigned this business attribute, that arrived by warm transfer and were offered to the agent during the reporting interval. |  |
| <b>Calculation:</b>  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Agent Transfer Summary Report</li> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul>   |
| <b>Media type:</b><br><b>Data type:</b><br><b>Metric type:</b> Disposition   |  |
|  |  |
| <b>Metric name: Transfer Initiated Agent</b>   | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of customer interactions of this business attribute that agents transferred. Both warm and blind transfers are reflected in this metric.  |  |
| <b>Calculation:</b>  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Agent Transfer Summary Report</li> <li>• Daily Transfer Summary Report</li> <li>• Interaction Volume Business Attribute Email Report</li> <li>• Interaction Volume Business Attribute Report</li> <li>• Task Volume Report</li> <li>• Transfer Dashboard</li> </ul> |
| <b>Media type:</b><br><b>Data type:</b><br><b>Metric type:</b> Disposition   |  |
|  |  |
| <b>Metric name: Transfer Initiated Cold</b><br><b>Introduced:</b> 100.0.027.0001   | <b>Folder:</b><br>Business Attribute > BA Customer   |
| <b>Description:</b> Total number of cold transfers of interactions assigned this business attribute, that were   |  |

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| initiated by the agent during the reporting interval.   |  |  |
| <b>Calculation:</b> Calculated as the difference between the Transfer Initiated Agent and Transfer Initiated Warm metrics.  |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul>  |
| <b>Media type:</b><br><br><b>Data type:</b><br><b>Metric type:</b> Disposition  |  |  |
|   |  |  |
| <b>Metric name: Transfer Initiated Warm</b><br><br><b>Introduced:</b> 100.0.027.0001  |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> Total number of warm transfers of interactions assigned this business attribute, that were initiated by the agent during the reporting interval.              |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Daily Transfer Summary Report</li> <li>• Transfer Dashboard</li> </ul>  |
| <b>Media type:</b><br><br><b>Data type:</b><br><b>Metric type:</b> Disposition  |  |  |
|   |  |  |
| <b>Metric name: Transfer Rate</b>   |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> The percentage of interactions that were transferred. Calculated as the total number of transferred interactions divided by the total number of interactions. |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > BA Customer > Transfer Initiated Agent and Business Attribute > BA Customer > Offered metrics.                   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>• Contact Center Report</li> <li>• Predictive Routing AB Testing Report</li> <li>• Predictive Routing AB Testing Report (Hour)</li> </ul> |
| <b>Media type:</b><br><br><b>Data type:</b><br><b>Metric type:</b> Disposition  |  |  |
|   |  |  |
| <b>Metric name: Wrap</b>  |  | <b>Folder:</b><br><br>Business Attribute > BA Customer   |
| <b>Description:</b> The total number of times that agents entered ACW (Wrap) state for customer interactions that the agents received of this business attribute.                 |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b> <p>This metric is not used in any reports.</p>   |
| <b>Media type:</b><br><br><b>Data type:</b><br><b>Metric type:</b> Disposition  |  |  |
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|   |  | <b>Folder:</b>   |

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

## Folder: Business Attribute > BA Predictive Routing

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| <b>Metric name: % Error</b>   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> Percentage of active interactions that received a predictive routing error score.   |  |  |
| <b>Calculation:</b> Calculated based on the value of the Business Attribute > BA Predictive Routing > Error and the value of Business Attribute > BA Predictive Routing > Active metrics. |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>Model Efficiency</li> <li>Predictive Routing - Model Efficiency</li> <li>Predictive Routing Operational Report</li> </ul> |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Active</b>  |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> 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.                   |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br><br>This metric is not used in any reports.   |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name: Agent Score</b>   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> The sum of all agent scores for agents who handled interactions routed by GPR.  |  |  |

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| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Avg Agent Score   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> The average score for all agents who handled interactions routed by GPR.  |  |  |
| <b>Calculation:</b> Calculated as the sum of all agent scores for agents who handled an interaction routed by GPR, divided by the total number of interactions.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>Model Efficiency</li> <li>Predictive Routing - Model Efficiency</li> <li>Predictive Routing Operational Report</li> </ul> |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number<br><b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Avg Turnaround Time   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> 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.   |  |  |
| <b>Calculation:</b> Calculated based on the Business Attribute > BA Customer > Accepted and Business Attribute > BA Predictive Routing > Turnaround Time metrics.   |  | <b>Used in:</b> <ul style="list-style-type: none"> <li>Predictive Routing - Model Efficiency</li> <li>Predictive Routing Operational Report</li> </ul>                           |
| <b>Media type:</b>  |  |  |
| <b>Data type:</b><br><b>Metric type:</b>  |  |  |
| <b>Metric name:</b> Error   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned, or an integer between 1 and 10 to identify the error as one of the following strings: <ul style="list-style-type: none"> <li>1 — Ok</li> <li>2 — Authentication to scoring engine failed</li> <li>3 — Scoring request failed</li> <li>4 — Agent list is empty</li> <li>5 — URS overload, interaction skipped</li> <li>6 — Predictor not found</li> <li>7 — Failed to build scoring request</li> <li>8 — SetIdealAgent or SetReadyCondition execution error</li> <li>9 — Interaction log not found in global map</li> <li>10 — Unknown error</li> <li>11 — Channel is not supported</li> </ul> |  |  |

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| <ul style="list-style-type: none"> <li>• 12 — Reserved for future use</li> <li>• 13 — Call Abandoned</li> <li>• 14 — Call Routing Failed</li> </ul> |  | <ul style="list-style-type: none"> <li>• 15 — Predictive Routing is turned off or not used for this interaction</li> </ul> |
| <b>Calculation:</b>   |  | <b>Used in:</b><br>This metric is not used in any reports.   |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number  |  |  |
| <b>Metric type:</b> Disposition   |  |  |
| <b>Metric name:</b> Turnaround Time   |  | <b>Folder:</b><br>Business Attribute > BA Predictive Routing   |
| <b>Description:</b> Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.                     |  |  |
| <b>Calculation:</b>   |  | <b>Used in:</b><br><ul style="list-style-type: none"> <li>• Model Efficiency</li> </ul>                                    |
| <b>Media type:</b> All  |  |  |
| <b>Data type:</b> Number  |  |  |
| <b>Metric type:</b> Disposition   |  |  |

## Folder: Business Attribute > BA User Data Example

There are no metrics in this folder.