Genesys CX Insights Multicloud Projects Reference Guide

Callback Metrics

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

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RSS:

- For private edition

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

The Callback folder contains numerous metrics that you can use to build Callback-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see About Genesys CX Insights Projects.

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

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

Callback

- % Abandoned
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Folder: Callback

Metric name: % Abandoned	Folder: Callback
Description: The percentage of callback customer interactions that were abandoned by the customer while waiting for an agent to connect.	
Calculation: Refer to the Abandon Waiting For Agent and Accepted Callback metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Canceled	Folder: Callback
Description: The percentage of callback customer interactions that were canceled before completion. Includes all canceled callbacks, whether canceled manually by the customer, manually by an administrator, or automatically because the customer called again before the callback was completed.	
Calculation: Refer to the Accepted and Canceled callback metrics.	**Used in:**
Media type: Voice **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Customer Connected	Folder: Callback
Description: The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.	
Calculation: Refer to the Callback > Customer Connected and Accepted metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Declined	Folder: Callback
Description: The percentage of customer callback offers that were declined by the customer.	
Calculation: Refer to the Callback > Offered and Accepted metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Successful	Folder: Callback
Description: The percentage of callbacks that successfully connected the customer with an agent.	
Calculation: Refer to the Callback > Successful and Callback > Accepted callback metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: % Unsuccessful	Folder: Callback
Description: The percentage of callback customer interactions that were not completed successfully (because they were abandoned, declined, or canceled).	
Calculation: Refer to the Callback > Successful and Callback > Accepted metrics.	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	• Callback Summary Report

Metric name: Abandon Waiting For Agent	Folder: Callback
Description: The total number of times that customer callbacks were abandoned by the customer while waiting for an agent to connect.	
Calculation:	**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	This metric is not used in any reports.

Metric name: Accepted	Folder: Callback
Description: The total number of times that callback was accepted by a customer	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Accepted Immediate	Folder: Callback
Description: The total number of times that IMMEDIATE callback was accepted by a customer.	
Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Accepted Scheduled	Folder: Callback
Description: The total number of times that SCHEDULED callback was accepted by a customer.	
Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Accepted Wait For Agent	Folder: Callback
Description: The total number of times that WAIT FOR AGENT callback was accepted by a customer.	
Calculation:	
Media type: All **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Added Agents	Folder: Callback

Description: The total number of times agents were successfully added to a callback call.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Attempt 1	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the first callback attempt.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Attempt 2	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the second callback attempt.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Attempt 3	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the third callback attempt.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Attempt 4	**Folder:** Callback
Description: The total number of callback connections that were successfully completed on the fourth	

callback attempt.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Attempted	**Folder:** Callback
Description: The total number of callback attempts, including the one that succeeded.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Avg Added Agents	**Folder:** Callback
Description: The average score measuring how often agents were successfully added to a callback call.	
Calculation: Refer to the Callback > Callbacks and Callback > Added Agents metrics.	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Avg Offer Time	**Folder:** Callback
Description: The average amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.	
Calculation: Refer to the Callback > Callbacks and Callback > Offer Time metrics.	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Avg Saved Time	**Folder:** Callback
Description: The average number of minutes of call time that were saved because of callback.	

Calculation: Refer to the Callback > Saved Time and Callback > Successful metrics.	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: Avg Time to Abandon Waiting For Agent	**Folder:** Callback
Description: After successful callback, the average amount of time customers spent waiting for agents before abandoning the call.	
Calculation: Refer to the Callback > Time To Abandon Waiting For Agent and Callback > Abandon Waiting For Agent metrics.	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: Avg Time To Wait For An Agent	**Folder:** Callback
Description: After a successful callback, the average amount of time a customer spent waiting for an agent.	
Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics.	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: Callback Attempts	**Folder:** Callback
Description: The number of times the system attempted to call the customer back.	
Calculation:	**Used in:**
Media type: Voice,Chat	• Callback Summary Report
Data type: Number **Metric type:** Disposition	

Metric name: Callbacks	**Folder:** Callback

Description: The total number of callback calls processed.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Canceled	**Folder:** Callback
Description: The total number of callback attempts that were canceled, either by the customer or by the contact center.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Customer Connected	**Folder:** Callback
Description: The total number of times a customer was connected after callback dialout, including instances where no agent was connected.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Declined	**Folder:** Callback
Description: The total number of customer callback offers that were declined by the customer.	
Calculation: Calculated as the difference between the value of the Callback > Offered and Callback > Accepted metrics.	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Establish Time	**Folder:** Callback

Description: The amount of time required to establish the outbound call.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Expected Wait Time	**Folder:** Callback
Description: The customer expected wait time when the callback dial attempt was ready to begin.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Expected Wait Time when Offered	**Folder:** Callback
Description: At the time callback is offered, the expected time before an agent is available to call back a customer, as of the time callback was offered.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Failed Transfers before Agent is connected	**Folder:** Callback
Description: The total number of unsuccessful attempts to transfer a caller from the queue to an agent, where the transfer eventually succeeded.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Failed Transfers to Agent	**Folder:** Callback

Description: The number of unsuccessful attempts to transfer a caller from the queue to an agent which did not eventually result in a successful transfer.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Forced Dialed	**Folder:** Callback
Description: The total number of calls that were force-dialed (or pushed) regardless of actual agent availability, because the callback queue was being flushed.	
Calculation:	
Media type: Voice,Chat **Data type:** **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Max Establish Time	**Folder:** Callback
Description: The maximum amount of time, in seconds, required to establish an outbound call.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Max Establish Time (Fmt)	**Folder:** Callback
Description: The maximum amount of time, in HH:MM:SS, required to establish an outbound call.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Max Expected Wait Time	**Folder:** Callback

Description: The largest recorded Expected Wait Time of any callback session, in seconds.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Expected Wait Time (Fmt)	**Folder:** Callback

Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Expected Wait Time when Offered	**Folder:** Callback

Description: The largest recorded Expected Wait Time of any callback session, in seconds.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Max Expected Wait Time when Offered (Fmt)	**Folder:** Callback

Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Max Offer Time	**Folder:** Callback

Description: The largest recorded amount of time (seconds) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.	
Calculation:	**Used in:**

Media type: Voice,Chat		
Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Offer Time (Fmt)		**Folder:** Callback
Description: The largest recorded amount of time (HH:MM:SS) that elapsed between when a callback was offered to a customer, and when the customer accepted or declined the offer.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Offline Waiting Time		**Folder:** Callback
Description: The maximum amount of time, in seconds, that any customer waited offline for an agent to become available.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Max Offline Waiting Time (Fmt)		**Folder:** Callback
Description: The maximum amount of time, in HH:MM;SS, that any customer waited offline for an agent to become available.		
Calculation:		**Used in:**
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Max Position in Queue		**Folder:** Callback
Description: The maximum position any customer had in the queue when the contact center was ready to begin the callback outbound dial attempt.		
Calculation:		**Used in:**

Media type: Voice,Chat		• Callback Summary Report
Data type: Number **Metric type:** Disposition		

Metric name: Max Position in Queue when Offered	**Folder:** Callback

Description: The maximum position any customer had in the queue when callback was offered.

Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Disposition		This metric is not used in any reports.

Metric name: Max Saved Time	**Folder:** Callback

Description: The maximum number of minutes of call time that were saved because of Callback.

Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Saved Time (Fmt)	**Folder:** Callback

Description: The maximum amount of call time (HH:MM:SS) that were saved because of Callback.

Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Max Time to Abandon Waiting For Agent	**Folder:** Callback

Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting before abandoning the call.

Calculation:		**Used in:**
Media type: Voice,Chat		• Callback Summary Report

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

Metric name: Max Time to Abandon Waiting For Agent (Fmt)	**Folder:** Callback

Description: After a successful callback, the maximum amount of time, in HH:MM:SS, that any customer spent waiting before abandoning the call.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** • Callback Summary Report

Metric name: Max Time to Wait For Agent	**Folder:** Callback

Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** • Callback Summary Report

Metric name: Max Time to Wait For Agent (Fmt)	**Folder:** Callback

Description: After a successful callback, the maximum amount of time, in seconds, that any customer spent waiting for an agent.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** • Callback Summary Report

Metric name: Min Expected Wait Time when Offered	**Folder:** Callback

Description: The smallest Expected Wait Time of any callback session, in seconds, recorded at the instant when a callback was offered.

Calculation:	**Used in:**

Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

Metric name: Min Expected Wait Time when Offered (Fmt)		**Folder:** Callback
Description: The smallest Expected Wait Time of any callback session, in HH:MM:SS, recorded at the instant when a callback was offered.		
Calculation:		
Media type: Voice,Chat		**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

Metric name: Min Position in Queue when Offered		**Folder:** Callback
Description: The minimum position any customer had in the queue when callback was offered.		
Calculation:		
Media type: Voice,Chat		**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

Metric name: Min Saved Time		**Folder:** Callback
Description: This metric, which is hidden from report designers and viewers, is used for internal computations.		
Calculation:		
Media type: Voice,Chat		**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:**		

Metric name: Min Saved Time (Fmt)		**Folder:** Callback
Description: This metric, which is hidden from report designers and viewers, is used for internal computations.		
Calculation:		**Used in:**

Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:**		

Metric name: Offer Time		**Folder:** Callback

Description: The amount of time that elapsed between when a callback was offered to the customer, and when the customer accepted or declined the offer.

Calculation:		**Used in:**
Media type: Voice,Chat		
Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Offered		**Folder:** Callback

Description: The total number of times that callback was offered to a customer.

Calculation:		**Used in:**
Media type: Voice,Chat		
Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Offline Waiting Time		**Folder:** Callback

Description: The total amount of time, during the reporting interval, that customers waited offline for an agent to become available.}

Calculation:		**Used in:**
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Disposition		

Metric name: Position in Queue		**Folder:** Callback

Description: The customer's position in the queue when the callback outbound dial attempt was ready to begin.

Calculation:		**Used in:**
Media type: Voice,Chat		

Data type: Number **Metric type:** Disposition		• Callback Summary Report

Metric name: Position in Queue when Offered	**Folder:** Callback

Description: The customer's position in the queue when callback was offered.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Requested Agent Assistance	**Folder:** Callback

Description: The total number of callback calls wherein the customer requested agent assistance.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Saved Time	**Folder:** Callback

Description: The total number of minutes of call time that were saved because of callback.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** • Callback Summary Report

Metric name: Start Date Time Key	**Folder:** Callback

Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the AG2_CALLBACK_* hierarchy.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition		**Used in:** This metric is not used in any reports.

Metric name: Successful	Folder: Callback
Description: The total number of callbacks that successfully connected the customer with an agent.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Time to Abandon Waiting For Agent	Folder: Callback
Description: After successful callback, the total amount of time all customers spent waiting for agents before abandoning the call.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Time to Wait For Agent	Folder: Callback
Description: After successful callbacks, the total amount of time all customers spent waiting for an agent.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Summary Report

Metric name: Timeout Waiting	Folder: Callback
Description: The total number of times that a customer was disconnected because the max timeout limit was reached.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Folder: Callback > Detail

Metric name: Abandoned Waiting	Folder: Callback > Detail
Description: Indicates whether the call was abandoned by the customer while waiting for an agent to connect. (0=no, 1=yes)	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Disposition	**Used in:** • Callback Details Report

Metric name: Accepted	Folder: Callback > Detail
Description: Indicates whether callback was accepted by the customer. (0=no, 1=yes)	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Added Agent	Folder: Callback > Detail
Description: Indicates whether an agent was successfully added to the callback call. (0=no, 1=yes)	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Callback Accepted Timestamp	Folder: Callback > Detail
Description: The time when the customer accepted callback during the session.	
Calculation:	
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Callback Attempts		Folder:
		Callback > Detail
Description: The number of times the system attempted to call the customer back.		
Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Callback Offer Time		Folder:
		Callback > Detail
Description: The amount of time that elapsed between the instant when a callback was offered to the customer, and the instant when the customer accepted or declined the offer.		
Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Callback Offered Timestamp		Folder:
		Callback > Detail
Description: The time when the customer was first offered callback during the session.		
Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Date **Metric type:** Detail		• Callback Details Report

Metric name: Callback Offers per Session		Folder:
		Callback > Detail
Description: The number of times callback was offered, per single interaction.		
Calculation:		
Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Connect Waiting Time		Folder:
		Callback > Detail

Description: The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.

Calculation:		Used in:
Media type: Voice,Chat		
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Customer Connected Timestamp	**Folder:** Callback > Detail

Description: The time when the customer started waiting to be connected to an agent.

Calculation:		Used in:
Media type: Voice,Chat		
Data type: Date **Metric type:** Detail		• Callback Details Report

Metric name: Customer Ready To Start Timestamp	**Folder:** Callback > Detail

Description: The time when the customer was ready to start media interaction for CUSTOMER_ORIGINATED scenarios. This value is typically set when the application sends a request for an access number to dial and access code for match function.

Calculation:		Used in:
Media type: Voice,Chat		
Data type: Date **Metric type:** Detail		• Callback Details Report

Metric name: Desired Time	**Folder:** Callback > Detail

Description: The amount of elapsed time that was promised to the customer before callback.

Calculation:		Used in:
Media type: Voice,Chat		This metric is not used in any reports.
Data type: Number **Metric type:** Detail		

Metric name: Desired Timestamp	**Folder:** Callback > Detail

Description: The callback date and time that was promised to the customer when callback was scheduled. For ASAP callback, this value equals Callback Accepted Timestamp.	

Calculation:

Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Establish Time	**Folder:** Callback > Detail

Description: The amount of time required to establish the outbound call.

Calculation:

Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Expected Wait Time	**Folder:** Callback > Detail

Description: The customer expected wait time when the callback dial attempt was ready to begin.

Calculation:

Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		• Callback Details Report

Metric name: Expected Wait Time When Offered	**Folder:** Callback > Detail

Description: The expected time before an agent is available to call back a customer, as of the time callback was offered.

Calculation:

Media type: Voice,Chat		**Used in:**
Data type: Number **Metric type:** Detail		This metric is not used in any reports.

Metric name: Last Callback Offer Time	**Folder:** Callback > Detail

Description: The duration (in seconds) of the last callback offered to a customer during the session.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Last Callback Offered Timestamp	**Folder:** Callback > Detail
Description: The date and time of the last callback offered to a customer during the session.	
Calculation:	
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Offered	**Folder:** Callback > Detail
Description: Indicates whether callback was offered to the customer. (0=no, 1=yes)	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Offline Waiting Time	**Folder:** Callback > Detail
Description: The amount of time, in seconds, the customer waited offline for an agent to become available.	
Calculation:	
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail	**Used in:** • Callback Details Report

Metric name: Position in Queue	**Folder:** Callback > Detail
Description: The customer's position in the queue when the callback outbound dial attempt was ready to begin.	
Calculation:	**Used in:**

Media type: Voice,Chat	• Callback Details Report
Data type: Number **Metric type:** Detail	

Metric name: Position in Queue When Offered	**Folder:** Callback > Detail

Description: The customer's position in the queue when callback was offered.

Calculation:	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Detail	This metric is not used in any reports.

Metric name: Push Delivery Confirmed Timestamp	**Folder:** Callback > Detail

Description: The time when the application confirmed that push notification was received. This is used for CUSTOMER_ORIGINATED scenarios.

Calculation:	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Detail	• Callback Details Report

Metric name: Ready To Start Timestamp	**Folder:** Callback > Detail

Description: Either:

- Time when the Contact Center was ready to start outbound dial attempt for CUSTOMER_TERMINATED scenarios, or
- Time when the Contact Center sent push notification to user device in CUSTOMER_ORIGINATED scenarios.

Calculation:	
Media type: Voice,Chat	**Used in:**
Data type: Number **Metric type:** Detail	• Callback Details Report

Metric name: Requested Agent Assistance	**Folder:** Callback > Detail

Description: The number of callbacks that were offered to customers who had requested agent assistance. (0=no, 1=yes)

Calculation:		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

Metric name: Service Start Timestamp	**Folder:** Callback > Detail

Description: The date and time (UTC) when the Callback service started.

Calculation:		Used in:
Media type: Voice,Chat **Data type:** Date **Metric type:** Detail		• Callback Details Report

Metric name: Start DateTime Key	**Folder:** Callback > Detail

Description: This hidden metric is reserved for internal use to employ a key for a particular date and time from the CALLBACK_FACT_GI2.* hierarchy.

Calculation:		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		This metric is not used in any reports.

Metric name: Timeout Warning	**Folder:** Callback > Detail

Description: The number of times that a customer was disconnected because the max timeout limit was reached.

Calculation:		Used in:
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		• Callback Details Report

Metric name: Transfer Failed	**Folder:** Callback > Detail

Description: The number of failed attempts to transfer the callback interaction to the agent.

Calculation:		
Media type: Voice,Chat **Data type:** Number **Metric type:** Detail		**Used in:** • Callback Details Report