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Genesys CX Insights Multicloud Projects Reference Guide

Callback Metrics

8/8/2025

Contents

- 1 Folder: Callback
- 2 Folder: Callback > Detail

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

Related documentation:

- •
- •
- .

RSS:

• For private edition

Important

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

The 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

% Customer Connected

• % Canceled

• % Declined

- % Successful
- % Unsuccessful
- Abandon Waiting For Agent
- Accepted
- Accepted Immediate
- Accepted Scheduled
- Accepted Wait For Agent
- Added Agents
- Attempt 1
- Attempt 2
- Attempt 3
- Attempt 4
- Attempted
- Avg Added Agents
- Avg Offer Time
- Avg Saved Time
- Avg Time to Abandon Waiting For Agent
- Avg Time To Wait For An Agent
- Callback Attempts
- Callbacks
- Canceled
- Customer Connected
- Declined
- Establish Time
- Expected Wait Time
- Expected Wait Time when Offered
- Failed Transfers before Agent is connected
- Failed Transfers to Agent
- Forced Dialed
- Max Establish Time
- Max Establish Time (Fmt)
- Max Expected Wait Time

- Max Expected Wait Time (Fmt)
- Max Expected Wait Time when Offered
- Max Expected Wait Time when Offered (Fmt)
- Max Offer Time
- Max Offer Time (Fmt)
- Max Offline Waiting Time
- Max Offline Waiting Time (Fmt)
- Max Position in Queue
- Max Position in Queue when Offered
- Max Saved Time
- Max Saved Time (Fmt)
- Max Time to Abandon Waiting For Agent
- Max Time to Abandon Waiting For Agent (Fmt)
- Max Time to Wait For Agent
- Max Time to Wait For Agent (Fmt)
- Min Expected Wait Time when Offered
- Min Expected Wait Time when Offered (Fmt)
- Min Position in Queue when Offered
- Min Saved Time
- Min Saved Time (Fmt)
- Offer Time
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue when Offered
- Requested Agent Assistance
- Saved Time

- Start Date Time Key
- Successful
- Time to Abandon Waiting For Agent
- Time to Wait For Agent
- Timeout Waiting

Callback > Detail

- Abandoned Waiting
- Accepted
- Added Agent
- Callback Accepted Timestamp
- Callback Attempts
- Callback Offer Time
- Callback Offered Timestamp
- Callback Offers per Session
- Connect Waiting Time
- Customer Connected
 Timestamp
- Customer Ready To Start Timestamp
- Desired Time
- Desired Timestamp
- Establish Time
- Expected Wait Time
- Expected Wait Time When Offered
- Last Callback Offer Time
- Last Callback Offered Timestamp
- Offered
- Offline Waiting Time
- Position in Queue
- Position in Queue When Offered
- Push Delivery Confirmed
 Timestamp
- Ready To Start Timestamp

- Requested Agent Assistance
- Start DateTime Key
- Transfer Failed

- Service Start Timestamp
- Timeout Warning

Folder: Callback

Metric name: % Abandoned Description: The percentage of while waiting for an agent to con-	f callback customer interactions	Folder: Callback that were abandoned by the customer
Calculation: Refer to the Aband Accepted Callback metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition		Used in: • Callback Summary Report
Metric name: % Canceled		Folder: Callback
Includes all canceled callbacks,	whether canceled manually by t because the customer called aga	that were canceled before completion. he customer, manually by an ain before the callback was completed. Used in: • Callback Summary Report
Metric name: % Customer C	Connected	Folder: Callback
Description: The percentage o where no agent was connected.		after callback dialout, including instances
Calculation: Refer to the Callba and Accepted metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition	ack > Customer Connected	Used in: • Callback Summary Report

Metric name: % Declined		Folder: Callback
Description: The percentage of cu	ustomer callback offers that v	vere declined by the customer.
Calculation: Refer to the Callback metrics.	> Offered and Accepted	Used in:
Media type: Voice, Chat		
Data type: Number Metric type: Disposition		 Callback Summary Report
Metric name: % Successful		Folder:
		Callback
Description: The percentage of ca	allbacks that successfully con	nected the customer with an agent.
Calculation: Refer to the Callback > Accepted callback metrics.	> Successful and Callback	Used in:
Media type: Voice, Chat		
		 Callback Summary Report
Data type: Number Metric type: Disposition		
		Folder: Callback
Metric type: Disposition Metric name: % Unsuccessful		
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca	clined, or canceled).	Callback
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback	clined, or canceled).	Callback that were not completed successfully Used in:
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics.	clined, or canceled).	Callback that were not completed successfully
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number	clined, or canceled).	Callback that were not completed successfully Used in:
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number	clined, or canceled). > Successful and Callback	Callback that were not completed successfully Used in:
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition	clined, or canceled). > Successful and Callback	Callback that were not completed successfully Used in: • Callback Summary Report
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Abandon Waiting	clined, or canceled). > Successful and Callback g For Agent	Callback that were not completed successfully Used in: Callback Summary Report Folder:
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Abandon Waiting Description: The total number of the	clined, or canceled). > Successful and Callback g For Agent	Callback that were not completed successfully Used in: Callback Summary Report Folder: Callback s were abandoned by the customer while
Metric type: Disposition Metric name: % Unsuccessful Description: The percentage of ca (because they were abandoned, de Calculation: Refer to the Callback > Accepted metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Abandon Waiting Description: The total number of twaiting for an agent to connect.	clined, or canceled). > Successful and Callback g For Agent	Callback Callback Used in: Callback Summary Report Folder: Callback

Metric name: Accepted	Folder: Callback
Description: The total number of times that callba	ack was accepted by a customer
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Accepted Immediate	Folder:
	Callback
Description: The total number of times that IMME	DIATE callback was accepted by a customer.
Calculation:	Used in:
Media type: All	
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Accepted Scheduled	Folder:
	Callback
Beautinities. The held south of this solution (
Description: The total number of times that SCHE	DULED callback was accepted by a customer.
Calculation:	Used in:
Media type: All	- Collhoold Summary Donort
Data type: Number Metric type: Disposition	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:	For Adely Fearback was accepted by a customer.
Media type: All	Used in:
	Callback Summary Report
Data type: Number Metric type: Disposition	
	Folder:
Metric name: Added Agents	Callback

Description: The total number of times agents were success	fully added to a callback call.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
	Folder:
Metric name: Attempt 1	
	Callback
Description: The total number of callback connections that a callback attempt.	vere successfully completed on the first
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Attempt 2	Folder:
	Callback
Description: The total number of callback connections that we callback attempt.	vere successfully completed on the second
Calculation:	Used in:
Media type: Voice,Chat	Osed In:
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Attempt 3	Folder:
	Callback
Description: The total number of callback connections that we callback attempt.	vere successfully completed on the third
Calculation:	Used in:
Media type: Voice,Chat	
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Attempt 4	Folder:
	Callback
Description: The total number of callback connections that w	vere successfully completed on the fourth

callback attempt.	
Calculation:	Used in:
Media type: Voice,Chat	Used In:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Attempted	Folder: Callback
Description: The total number of callback attempts, including	the one that succeeded.
Calculation:	Head in.
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	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.	Used in:
Media type: Voice,Chat	
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric type: Disposition	Folder:
	Folder:
Metric type: Disposition	Folder: Callback
Metric type: Disposition	Callback en when a callback was offered to the
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed between	Callback en when a callback was offered to the er.
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed betwee customer, and when the customer accepted or declined the off Calculation: Refer to the Callback > Callbacks and Callback	Callback en when a callback was offered to the er. Used in:
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed betwee customer, and when the customer accepted or declined the off Calculation: Refer to the Callback > Callbacks and Callback > Offer Time metrics.	Callback en when a callback was offered to the er.
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed between 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	Callback en when a callback was offered to the er. Used in: • Callback Summary Report
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed betwee customer, and when the customer accepted or declined the off Calculation: Refer to the Callback > Callbacks and Callback > Offer Time metrics. Media type: Voice,Chat Data type: Number	Callback en when a callback was offered to the er. Used in: • Callback Summary Report Folder:
Metric type: Disposition Metric name: Avg Offer Time Description: The average amount of time that elapsed between 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	Callback en when a callback was offered to the er. Used in: • Callback Summary Report

Calculation: Refer to the Callback > Saved Time and Callback > Successful metrics.	Used in:
Media type: Voice,Chat	Callbards Canada Danad
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Avg Time to Abandon Waiting For	Folder:
Agent	
	Callback
Description: After successful callback, the average amount of before abandoning the call.	time customers spent waiting for agents
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	Caliback Summary Report
Metric type: Disposition	
Metric name: Avg Time To Wait For An Agent	Folder:
Hetric hame. Avg time to wait for An Agent	Callback
Description: After a successful callback, the average amount agent.	of time a customer spent waiting for an
agent. Calculation: Refer to the Callback > Customer Connected	of time a customer spent waiting for an
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics.	of time a customer spent waiting for an Used in:
agent. Calculation: Refer to the Callback > Customer Connected	
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number	Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat	Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number	Used in: • Callback Summary Report
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number	Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition	Used in: • Callback Summary Report
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition	Used in: • Callback Summary Report Folder: Callback
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts	Used in: • Callback Summary Report Folder: Callback all the customer back.
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to ca	Used in: • Callback Summary Report Folder: Callback
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to calculation:	Used in: • Callback Summary Report Folder: Callback all the customer back.
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to ca Calculation: Media type: Voice,Chat	Used in: • Callback Summary Report Folder: Callback all the customer back. Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to ca Calculation: Media type: Voice,Chat Data type: Number	Used in: • Callback Summary Report Folder: Callback all the customer back. Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to ca Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	Used in: • Callback Summary Report Folder: Callback all the customer back. Used in:
agent. Calculation: Refer to the Callback > Customer Connected and Callback > Time To Wait For Agent metrics. Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Callback Attempts Description: The number of times the system attempted to ca Calculation: Media type: Voice,Chat Data type: Number	Used in: • Callback Summary Report Folder: Callback all the customer back. Used in: • Callback Summary Report

Description: The total number of callback calls processed.	
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Canceled	Folder:
	Callback
Description: The total number of callback attempts that were contact center.	canceled, either by the customer or by the
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Customer Connected	Folder:
	Callback
Description: The total number of times a customer was conne instances where no agent was connected.	cted after callback dialout, including
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Declined	Folder:
Metric name. Decimeu	Callback
Description: The total number of customer callback offers that	t were declined by the customer.
Calculation: Calculated as the difference between the value of the Callback > Offered and Callback > Accepted metrics.	Used in:
Media type: Voice,Chat	Callback Summary Report
Data type: Number Metric type: Disposition	
	Folder:
Metric name: Establish Time	Callback

Description: The amount of time required to establish the out	bound call.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Herric type. Disposition	
Metric name: Expected Wait Time	Folder:
	Callback
Description: The customer expected wait time when the callb	ack dial attempt was ready to begin.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Expected Wait Time when Offered	Folder:
	Callback
Description: At the time callback is offered, the expected time customer, as of the time callback was offered.	e before an agent is available to call back a
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Failed Transfers before Agent is	Folder:
connected	Callback
Description: The total number of unsuccessful attempts to tra where the transfer eventually succeeded.	nsfer a caller from the queue to an agent,
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
	Folder:
Metric name: Failed Transfers to Agent	Callback
	Canback

Description: The number of unsuccessful attempts to transfer did not eventually result in a successful transfer.	a caller from the queue to an agent which
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Forced Dialed	Folder:
	Callback
Description: The total number of calls that were force-dialed (availability, because the callback queue was being flushed.	or pushed) regardless of actual agent
Calculation:	Used in:
Media type: Voice,Chat	
Data type: Metric type: Disposition	Callback Summary Report
Metric name: Max Establish Time	Folder:
	Callback
Description: The maximum amount of time, in seconds, requi	
Description: The maximum amount of time, in seconds, requi Calculation:	
Calculation:	red to establish an outbound call.
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	red to establish an outbound call. Used in: This metric is not used in any reports.
Calculation: Media type: Voice,Chat Data type: Number	red to establish an outbound call. Used in: This metric is not used in any reports. Folder:
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	red to establish an outbound call. Used in: This metric is not used in any reports.
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Max Establish Time (Fmt)	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback uired to establish an outbound call.
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Max Establish Time (Fmt) Description: The maximum amount of time, in HH:MM:SS, req	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback uired to establish an outbound call. Used in:
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Max Establish Time (Fmt) Description: The maximum amount of time, in HH:MM:SS, req Calculation:	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback uired to establish an outbound call.
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Max Establish Time (Fmt) Description: The maximum amount of time, in HH:MM:SS, req Calculation: Media type: Voice,Chat Data type: Number	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback uired to establish an outbound call. Used in: This metric is not used in any reports.
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition Metric name: Max Establish Time (Fmt) Description: The maximum amount of time, in HH:MM:SS, req Calculation: Media type: Voice,Chat Data type: Number	red to establish an outbound call. Used in: This metric is not used in any reports. Folder: Callback uired to establish an outbound call. Used in:

Description: The largest recorded Expected Wait Time of any of	allback session, in seconds.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	Callback Summary Report
Metric type: Disposition	
	Folder:
Metric name: Max Expected Wait Time (Fmt)	Callback
	Candack
Description: The largest recorded Expected Wait Time of any of	callback session, in HH:MM:SS.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	Callback Summary Report
Metric type: Disposition	
Metric name: Max Expected Wait Time when Offered	Folder:
	Callback
Description: The largest recorded Expected Wait Time of any c	callback session, in seconds.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Max Expected Wait Time when Offered	Folder:
(Fmt)	Callback
Description: The largest recorded Expected Wait Time of any of	callback session, in HH:MM:55
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Matuia names May Offen Time	Folder:
Metric name: Max Offer Time	Callback
Description: The largest recorded amount of time (seconds) the	
offered to a customer, and when the customer accepted or decl	ined 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) was offered to a customer, and when the customer accepted or	
Calculation:	
Media type: Voice,Chat	Used in:
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 a become available.	ny customer waited offline for an agent to
Calculation:	
Media type: Voice,Chat	Used in:
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 to become available.	any customer waited offline for an agent
Calculation:	
Media type: Voice,Chat	Used in:
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 q to begin the callback outbound dial attempt.	ueue when the contact center was ready
-	
Calculation:	Used in:

Media type: Voice,Chat Data type: Number Metric type: Disposition	Callback Summary Report	
Metric name: Max Position in Queue when Offered	Folder: Callback	
Description: The maximum position any customer had in th	e 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.	
	Folder:	
Metric name: Max Saved Time		
	Callback	
Description: The maximum number of minutes of call time	hat 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:	
Metric name: Max Time to Abandon Waiting For Agent	Folder: Callback	
	Callback	
Agent Description: After a successful callback, the maximum amo	Callback	

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 spent waiting before abandoning the call.	of time, in HH:MM:SS, that any customer	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Disposition	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	Used in:	
Data type: Number Metric type: Disposition	Callback Summary Report	
Metric name: Max Time to Wait For Agent (Fmt)	Folder:	
	Callback	
Description: After a successful callback, the maximum amount spent waiting for an agent.	of time, in seconds, that any customer	
Calculation:	Used in.	
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Disposition	Callback Summary Report	
Metric name: Min Expected Wait Time when Offered	Folder:	
	Callback	
Description: The smallest Expected Wait Time of any callback s instant when a callback was offered.	session, in seconds, recorded at the	
Calculation:	Used in:	

Media type: Voice,Chat		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Min Expected (Fmt)	Wait Time when Offered	Folder:
(1110)		Callback
Description: The smallest Experimentation instant when a callback was offer		session, in HH:MM:SS, recorded at the
Calculation:		Here d fac
Media type: Voice, Chat		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Min Position	in Queue when Offered	Callback
		Caliback
Description: The minimum pos	sition any customer had in the qu	ueue 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.
		Folder:
Metric name: Min Saved Tin	ne	Callback
		Caliback
Description: This metric, which is hidden from report designers and viewers, is used for internal computations.		
	h is hidden from report designers	and viewers, is used for internal
	h is hidden from report designers	
computations.	h is hidden from report designers	Used in:
computations.	h is hidden from report designers	
computations. Calculation: Media type: Voice,Chat Data type: Number	h is hidden from report designers	Used in: This metric is not used in any reports.
computations. Calculation: Media type: Voice,Chat Data type: Number		Used in: This metric is not used in any reports. Folder:
computations. Calculation: Media type: Voice,Chat Data type: Number Metric type:		Used in: This metric is not used in any reports.
computations. Calculation: Media type: Voice,Chat Data type: Number Metric type: Metric name: Min Saved Tin	me (Fmt)	Used in: This metric is not used in any reports. Folder:
computations. Calculation: Media type: Voice,Chat Data type: Number Metric type: Metric name: Min Saved Tin Description: This metric, which	me (Fmt)	Used in: This metric is not used in any reports. Folder: Callback

Media type: Voice,Chat Data type: Number Metric type:	This metric is not used in any reports.	
Metric name: Offer Time	Folder: Callback	
Description: The amount of time that elapsed between when and when the customer accepted or declined the offer.	a callback was offered to the customer,	
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	Used in: • Callback Summary Report	
Metric name: Offered	Folder: Callback	
Description: The total number of times that callback was offer	red 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:		
Media type: Voice,Chat Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.	
Metric name: Position in Queue	Folder: Callback	
Description: The customer's position in the queue when the customeries begin.	allback outbound dial attempt was ready	
Calculation:		
	Used in:	

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 callba	ack was offered.	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Felder	
Metric name: Requested Agent Assistance	Folder:	
	Callback	
Description: The total number of callback calls wherein the cu	stomer requested agent assistance.	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Disposition	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	e saved because of callback.	
Calculation:	Used in:	
Media type: Voice,Chat		
Data type: Number Metric type: Disposition	 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	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	

Metric name: Successful Description: The total number Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition	of callbacks that successfully co	Folder: Callback onnected the customer with an agent. Used in: • Callback Summary Report
Metric name: Time to Abane	don Waiting For Agent	Folder: Callback
Description: After successful cabefore abandoning the call.	allback, the total amount of time	e all customers spent waiting for agents
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 ca agent.	allbacks, the total amount of tim	ne all customers spent waiting for an
Calculation: Media type: Voice,Chat Data type: Number Metric type: Disposition		Used in: • Callback Summary Report
Metric name: Timeout Waiti	ing	Folder: Callback
Description: The total number limit was reached.	of times that a customer was di	sconnected because the max timeout
Calculation:		Used in
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 W	-	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:		Used in:
Media type: Voice,Chat		Used In:
Data type: Number Metric type: Disposition		Callback Details Report
Metric name: Accepted		Folder:
		Callback > Detail
Description: Indicates whether	r callback was accepted by the c	ustomer. (0=no, 1=yes)
Calculation:		Used in:
Media type: Voice,Chat		Used In:
Data type: Number Metric type: Detail		Callback Details Report
Metric name: Added Agent		Folder:
Metric name: Added Agent		Folder: Callback > Detail
	r an agent was successfully adde	
	r an agent was successfully adde	Callback > Detail ed to the callback call. (0=no, 1=yes)
Description: Indicates whether	r an agent was successfully adde	Callback > Detail ed to the callback call. (0=no, 1=yes) Used in:
Description: Indicates whether Calculation:	r an agent was successfully adde	Callback > Detail ed to the callback call. $(0=no, 1=yes)$
Description: Indicates whether Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail		Callback > Detail ed to the callback call. (0=no, 1=yes) Used in:
Description: Indicates whether Calculation: Media type: Voice,Chat Data type: Number		Callback > Detail ed to the callback call. (0=no, 1=yes) Used in: • Callback Details Report
Description: Indicates whether Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail Metric name: Callback Acce	epted Timestamp	Callback > Detail ed to the callback call. (0=no, 1=yes) Used in: • Callback Details Report Folder: Callback > Detail
Description: Indicates whether Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail Metric name: Callback Acce		Callback > Detail ed to the callback call. (0=no, 1=yes) Used in: • Callback Details Report Folder: Callback > Detail uring the session.
Description: Indicates whether Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail Metric name: Callback Acces Description: The time when the	epted Timestamp	Callback > Detail ed to the callback call. (0=no, 1=yes) Used in: • Callback Details Report Folder: Callback > Detail

Metric name: Callback Attempts	Folder: Callback > Detail
Description: The number of times the system attempted to ca	ll 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 inscustomer, and the instant when the customer accepted or decl	
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 cal	lback during the session
Calculation:	back during the session.
Media type: Voice,Chat	Used in:
Data type: Date	Callback Details Report
Metric type: Detail	
Metric name: Callback Offers per Session	Folder:
	Folder: Callback > Detail
	Callback > Detail
Metric name: Callback Offers per Session	Callback > Detail
Metric name: Callback Offers per Session Description: The number of times callback was offered, per si	Callback > Detail
Metric name: Callback Offers per Session Description: The number of times callback was offered, per si Calculation:	Callback > Detail
Metric name: Callback Offers per Session Description: The number of times callback was offered, per si Calculation: Media type: Voice,Chat Data type: Number	Callback > Detail ngle interaction. Used in: • Callback Details Report
Metric name: Callback Offers per Session Description: The number of times callback was offered, per si Calculation: Media type: Voice,Chat Data type: Number	Callback > Detail ngle interaction. Used in:

Description: The amount of time that elapsed between when a call and when an agent was connected.	the customer connected to the callback	
Calculation:	the set has	
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Detail	Callback Details Report	
	Folder:	
Metric name: Customer Connected Timestamp		
	Callback > Detail	
Description: The time when the customer started waiting to b	e connected to an agent.	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Date	Callback Details Report	
Metric type: Detail		
Metric name: Customer Ready To Start Timestamp	Folder:	
Metric name. Customer Ready to Start Timestamp	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:		
Media type: Voice,Chat	Used in:	
Data type: Date	Callback Details Report	
Metric type: Detail		
Metric name: Desired Time	Folder:	
Metric name: Desired Time	Folder: Callback > Detail	
	Callback > Detail	
Description: The amount of elapsed time that was promised to	Callback > Detail	
	Callback > Detail	
Description: The amount of elapsed time that was promised to	Callback > Detail o the customer before callback. Used in:	
Description: The amount of elapsed time that was promised to Calculation: Media type: Voice,Chat Data type: Number	Callback > Detail	
Description: The amount of elapsed time that was promised to Calculation: Media type: Voice,Chat	Callback > Detail o the customer before callback. Used in:	
Description: The amount of elapsed time that was promised to Calculation: Media type: Voice,Chat Data type: Number	Callback > Detail o the customer before callback. Used in: This metric is not used in any reports.	
Description: The amount of elapsed time that was promised to Calculation: Media type: Voice,Chat Data type: Number	Callback > Detail o the customer before callback. Used in:	

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:	Head in.	
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 out	bound call.	
Calculation:	Used in:	
Media type: Voice,Chat	osed in:	
Data type: Number Metric type: Detail	Callback Details Report	
Metric names Evacted Wait Time	Folder:	
Metric name: Expected Wait Time	Callback > Detail	
Description: The customer expected wait time when the callba	ack dial attempt was ready to begin.	
Calculation:	Used in:	
Media type: Voice,Chat	osed m.	
Data type: Number Metric type: Detail	Callback Details Report	
	Folder:	
Metric name: Expected Wait Time When Offered	Callback > Detail	
Description: The expected time before an agent is available to callback was offered.	o call back a customer, as of the time	
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 caliback one	Description: The duration (in seconds) of the last callback offered to a customer during the session.		
Calculation:	Used in		
Media type: Voice,Chat	Used in:		
Data type: Number	Callback Details Report		
Metric type: Detail			
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	Used in:		
Data type: Date	Callback Details Report		
Metric type: Detail			
Metric name: Offered	Folder:		
	Callback > Detail		
Description: Indicates whether callback was offered to the cus	stomer. (0=no, 1=yes)		
Calculation:			
Media type: Voice,Chat	Used in:		
Data type: Number	Callback Details Report		
Metric type: Detail			
Metric name: Offline Waiting Time	Folder:		
	Callback > Detail		
Descriptions The encount of times is seconds the sustainer up			
Description: The amount of time, in seconds, the customer wa available.			
	aited offline for an agent to become		
available.			
available. Calculation: Media type: Voice,Chat Data type: Number	aited offline for an agent to become		
available. Calculation: Media type: Voice,Chat	aited offline for an agent to become Used in:		
available. Calculation: Media type: Voice,Chat Data type: Number	aited offline for an agent to become Used in: • Callback Details Report		
available. Calculation: Media type: Voice,Chat Data type: Number	aited offline for an agent to become Used in: • Callback Details Report Folder:		
available. Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail	aited offline for an agent to become Used in: • Callback Details Report		
available. Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail Metric name: Position in Queue Description: The customer's position in the queue when the ca	aited offline for an agent to become Used in: • Callback Details Report Folder: Callback > Detail		
available. Calculation: Media type: Voice,Chat Data type: Number Metric type: Detail Metric name: Position in Queue	aited offline for an agent to become Used in: • Callback Details Report Folder: Callback > Detail		

Media type: Voice,Chat Data type: Number Metric type: Detail	Callback Details Report	
Metric name: Position in Queue When Offered	Folder: Callback > Detail	
Description: The customer's position in the queue when callba	ack was offered.	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number Metric type: Detail	This metric is not used in any reports.	
	Folder:	
Metric name: Push Delivery Confirmed Timestamp		
	Callback > Detail	
Description: The time when the application confirmed that put for CUSTOMER_ORIGINATED scenarios.	sh notification was received. This is used	
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		
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 cust assistance. $(0=no, 1=yes)$	tomers who had requested agent	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number	Callback Details Report	
Metric type: Detail		
	Folder:	
Metric name: Service Start Timestamp		
	Callback > Detail	
Description: The date and time (UTC) when the Callback servio	ce started.	
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Date	Callback Details Report	
Metric type: Detail		
	Folder:	
Metric name: Start DateTime Key	Callback > Detail	
	Caliback > 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:		
Media type: Voice,Chat	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Detail		
Metric name: Timeout Warning	Folder:	
Metric name. Thiedut warning	Callback > Detail	
Description: The number of times that a customer was disconnected because the max timeout limit was reached.		
Calculation:		
Media type: Voice,Chat	Used in:	
Data type: Number	Callback Details Report	
Metric type: Detail		
	Folder:	
Metric name: Transfer Failed		
	Callback > Detail	
Description: The number of failed attempts to transfer the cal	lback interaction to the agent.	

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