

# **GENESYS**

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# Genesys CX Insights Multicloud Projects Reference Guide

Callback Metrics

### Contents

• 1 Folder: Callback

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

#### **Related documentation:**

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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

• % 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 Oueue
- 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
- Service Start Timestamp
- Start DateTime Key
- Timeout Warning

• Transfer Failed

## Folder: Callback

Metric name: % Abandoned	Folder: Callback	
<b>Description:</b> The percentage of callback customer interactions while waiting for an agent to connect.	that were abandoned by the customer	
<b>Calculation:</b> Refer to the Abandon Waiting For Agent and Accepted Callback metrics.	Used in:	
Media type: Voice,Chat	Callback Summary Donort	
Data type: Number Metric type: Disposition	Callback Summary Report	
Metric name: % Canceled	Folder:	
	Callback	
<b>Description:</b> The percentage of callback customer interactions Includes all canceled callbacks, whether canceled manually by tadministrator, or automatically because the customer called again	the customer, manually by an	
<b>Calculation:</b> Refer to the Accepted and Canceled callback metrics.	Used in:	
Media type: Voice	Callla als Comana and Dana at	
Data type: Number Metric type: Disposition	Callback Summary Report	
Metric name: % Customer Connected	Folder:	
	Callback	
<b>Description:</b> The percentage of customer calls that connected after callback dialout, including instances where no agent was connected.		
<b>Calculation:</b> Refer to the Callback > Customer Connected and Accepted metrics.	Used in:	
Media type: Voice,Chat	Callback Curamany Danart	
Data type: Number Metric type: Disposition	Callback Summary Report	

Metric name: % Declined		Folder: Callback
<b>Description:</b> The percentage of	of customer callback offers that v	vere declined by the customer.
<b>Calculation:</b> Refer to the Callbonetrics.	eack > Offered and Accepted	Used in:
Media type: Voice,Chat  Data type: Number Metric type: Disposition		Callback Summary Report
Metric name: % Successful		Folder: Callback
<b>Description:</b> The percentage of	of callbacks that successfully con	nected the customer with an agent.
<b>Calculation:</b> Refer to the Callbook Accepted callback metrics.	ack > Successful and Callback	Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		Caliback Sulfilliary Report
Metric name: % Unsuccess		Folder: Callback
	of callback customer interactions	
<b>Description:</b> The percentage of	of callback customer interactions I, declined, or canceled).	Callback
<b>Description:</b> The percentage of the cause they were abandoned <b>Calculation:</b> Refer to the Callb	of callback customer interactions I, declined, or canceled).	that were not completed successfully
Description: The percentage of (because they were abandoned Calculation: Refer to the Callbo > Accepted metrics.  Media type: Voice, Chat  Data type: Number	of callback customer interactions I, declined, or canceled). Pack > Successful and Callback	that were not completed successfully  Used in:
Description: The percentage of (because they were abandoned Calculation: Refer to the Callbert Accepted metrics.  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Abandon Wait	of callback customer interactions I, declined, or canceled). Foack > Successful and Callback  String For Agent  Trof times that customer callback	Callback  that were not completed successfully  Used in:  Callback Summary Report  Folder:
Description: The percentage of (because they were abandoned Calculation: Refer to the Callbe > Accepted metrics.  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Abandon Wait  Description: The total number	of callback customer interactions I, declined, or canceled). Foack > Successful and Callback  String For Agent  Trof times that customer callback	Callback  that were not completed successfully  Used in:  Callback Summary Report  Folder: Callback  s were abandoned by the customer while
Description: The percentage of (because they were abandoned Calculation: Refer to the Callbe > Accepted metrics.  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Abandon Wait  Description: The total number waiting for an agent to connect	of callback customer interactions I, declined, or canceled). Foack > Successful and Callback  String For Agent  Trof times that customer callback	Callback  that were not completed successfully  Used in:  Callback Summary Report  Folder:  Callback
Description: The percentage of (because they were abandoned Calculation: Refer to the Callbe > Accepted metrics.  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Abandon Wait  Description: The total number waiting for an agent to connect Calculation:	of callback customer interactions I, declined, or canceled). Foack > Successful and Callback  String For Agent  Trof times that customer callback	that were not completed successfully  Used in: Callback Summary Report  Folder: Callback S were abandoned by the customer while

Metric name: Accepted	Folder:		
	Callback		
<b>Description:</b> The total number of times that callback wa	s 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:		
Metric name. Accepted immediate	Callback		
<b>Description:</b> The total number of times that IMMEDIATE callback was accepted by a customer.			
Calculation:			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	Callback Summary Report		
Metric name: Accepted Scheduled	Folder:		
	Callback		
<b>Description:</b> The total number of times that SCHEDULED	callback was accepted by a customer.		
Calculation:			
Media type: All	Used in:		
Data type: Number Metric type: Disposition	Callback Summary Report		
	Folder:		
Metric name: Accepted Wait For Agent			
	Callback		
<b>Description:</b> The total number of times that WAIT FOR A	GENT callback was accepted by a customer.		
Calculation:	Hard Mark		
Media type: All	Used in:		
Data type: Number Metric type: Disposition	Callback Summary Report		
	Folder:		
Metric name: Added Agents			
	Callback		

<b>Description:</b> The total number of times agents were so	uccessfully 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.
Metric name: Attempt 1	Folder:
	Cuisack
<b>Description:</b> The total number of callback connections callback attempt.	s that were successfully completed on the first
Calculation:	Used in:
Media type: Voice,Chat	osed in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Attempt 2	Folder:
	Callback
<b>Description:</b> The total number of callback connections callback attempt.	s that were successfully completed on the second
Calculation:	Used in:
Media type: Voice,Chat	osed in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Attempt 3	Folder:
	Callback
<b>Description:</b> The total number of callback connections callback attempt.	s that were successfully completed on the third
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Attempt 4	Folder:
	Callback
<b>Description:</b> The total number of callback connections	s that were successfully completed on the fourth

callback attempt.	
Calculation:	Used in:
Media type: Voice,Chat	osed in:
Data type: Number Metric type: Disposition	Callback Summary Report
	Folder:
Metric name: Attempted	Callback
<b>Description:</b> The total number of callback attempts, in	ncluding the one that succeeded.
Calculation:	Hand to
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Avg Added Agents	Folder:
	Callback
<b>Description:</b> The average score measuring how often	agents were successfully added to a callback call.
<b>Calculation:</b> Refer to the Callback > Callbacks and Ca > Added Agents metrics.	llback Used in:
Media type: Voice,Chat	
Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Avg Offer Time	Folder:
	Callback
<b>Description:</b> The average amount of time that elapse customer, and when the customer accepted or decline	d between when a callback was offered to the d the offer.
<b>Calculation:</b> Refer to the Callback > Callbacks and Ca > Offer Time metrics.	llback Used in:
Media type: Voice,Chat	
Data type: Number Metric type: Disposition	Callback Summary Report
	Faldow.
	Folder:
Metric name: Avg Saved Time	I didei i
Metric name: Avg Saved Time	Callback
Metric name: Avg Saved Time  Description: The average number of minutes of call to	Callback

<b>Calculation:</b> Refer to the Callback > Successful metrics.	pack > Saved Time and	Used in:
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		Camback Summary Report
Matric pamer Ave Time to	Abandon Waiting For	
Metric name: Avg Time to Agent	Abandon Waiting For	Folder:
_		Callback
<b>Description:</b> After successful obefore abandoning the call.	callback, the average amount of	time customers spent waiting for agents
<b>Calculation:</b> Refer to the Callb Waiting For Agent and Callback		Used in:
metrics.		3334
Media type: Voice,Chat		Callback Summary Report
Data type: Number Metric type: Disposition		
		Folder:
Metric name: Avg Time To	Wait For An Agent	Callback
		Caliback
<b>Description:</b> After a successful agent.	Il callback, the average amount o	f time a customer spent waiting for an
<b>Calculation:</b> Refer to the Callband Callback > Time To Wait Fo		Used in:
Media type: Voice,Chat		
Data type: Number Metric type: Disposition		Callback Summary Report
Metric name: Callback Atte	emnts	Folder:
Metric Hamer Camback Atte	in pes	Callback
-	mes the system attempted to cal	II the customer back.
Calculation:		Used in:
Media type: Voice,Chat		
		<ul> <li>Callback Summary Report</li> </ul>
Data type: Number Metric type: Disposition		
		Folder: Callback

<b>Description:</b> The total number of callback calls processe	ed.
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	This metric is not used in any reports.
	Folder:
Metric name: Canceled	1 010011
	Callback
<b>Description:</b> The total number of callback attempts that contact center.	were 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
<b>Description:</b> The total number of times a customer was instances where no agent was connected.	connected after callback dialout, including
Calculation:	Used in:
Media type: Voice,Chat	
Data type: Number Metric type: Disposition	Callback Summary Report
Hetric type. Disposition	
Metric name: Declined	Folder:
	Callback
<b>Description:</b> The total number of customer callback offe	are that were declined by the systemer
<b>Calculation:</b> Calculated as the difference between the va	•
of the Callback > Offered and Callback > Accepted metric	
Media type: Voice,Chat	
Data type: Number	Callback Summary Report
Metric type: Disposition	
Motric name: Establish Time	Folder:
Metric name: Establish Time	Callback

<b>Description:</b> The amount of tir	me required to establish the outb	ound call.
Calculation:	The required to establish the outs	odila cali.
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Expected Wa	it Time	Folder: Callback
<b>Description:</b> The customer ex	pected wait time when the callba	ck dial attempt was ready to begin.
Calculation:		Manual Sur
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		Callback Summary Report
		Edd
Metric name: Expected Wa	it Time when Offered	Folder:
		Callback
<b>Description:</b> At the time callbacustomer, as of the time callbac		before an agent is available to call back a
Calculation:		
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Failed Transfe	ers before Agent is	Folder:
		Callback
<b>Description:</b> The total number where the transfer eventually s	of unsuccessful attempts to trarucceeded.	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 Transfe	ers to Agent	Callback
		Caliback

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

**Description:** The largest recorded Expected Wait Time of any callback session, in seconds. **Calculation:** Used in: Media type: Voice, Chat · Callback Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Max Expected Wait Time (Fmt) Callback **Description:** The largest recorded Expected Wait Time of any callback session, in HH:MM:SS. **Calculation:** Used in: Media type: Voice, Chat Callback Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Max Expected Wait Time when Offered Callback **Description:** The largest recorded Expected Wait Time of any callback session, in seconds. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Metric name: Max Expected Wait Time when Offered Folder: (Fmt) Callback Description: The largest recorded Expected Wait Time of any callback session, in HH:MM:SS. Calculation: Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Max Offer Time** 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 · Callback Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: Max Offer Time (Fmt)** 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 · Callback Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Max Offline Waiting Time 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 This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Max Offline Waiting Time (Fmt) 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 This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Max Position in Queue** 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 Folder: Metric name: Max Position in Queue when Offered Callback **Description:** The maximum position any customer had in the queue when callback was offered. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Max Saved Time Callback **Description:** The maximum number of minutes of call time that were saved because of Callback. Calculation: Used in: Media type: Voice, Chat · Callback Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Max Saved Time (Fmt) Callback **Description:** The maximum amount of call time (HH:MM:SS) that were saved because of Callback. **Calculation:** Used in: Media type: Voice, Chat · Callback Summary Report Data type: Number Metric type: Disposition Metric name: Max Time to Abandon Waiting For Folder: **Agent** 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: · Callback Summary Report Media type: Voice, Chat

Data type: Number Metric type: Disposition		
Metric name: Max Time to Agent (Fmt)	Abandon Waiting For	Folder: Callback
<b>Description:</b> After a successfu spent waiting before abandoning		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
<b>Description:</b> After a successfuspent waiting for an agent.	ıl callback, the maximum amount	of time, in seconds, that any customer
Calculation:		
Media type: Voice,Chat		Used in:
Data type: Number Metric type: Disposition		Callback Summary Report
		Folder:
Metric name: Max Time to	Wait For Agent (Fmt)	Callback
<b>Description:</b> After a successfuspent waiting for an agent.	ıl callback, the maximum amount	of time, in seconds, that any customer
Calculation:		Used in:
Media type: Voice,Chat		
Data type: Number Metric type: Disposition		Callback Summary Report
		Folder:
Metric name: Min Expected	d Wait Time when Offered	Callback
<b>Description:</b> The smallest Expinstant when a callback was off		session, in seconds, recorded at the
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 Folder: (Fmt) 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:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Min Position in Queue when Offered Callback **Description:** The minimum position any customer had in the queue when callback was offered. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Min Saved Time 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: Folder: **Metric name: Min Saved Time (Fmt)** 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: Folder: **Metric name: Offer Time** 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 · Callback Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Offered Callback **Description:** The total number of times that callback was offered to a customer. **Calculation:** Used in: Media type: Voice, Chat · Callback Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: Offline Waiting Time** 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 Folder: Metric name: Position in Queue 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 · Callback Summary Report Metric type: Disposition Folder: Metric name: Position in Queue when Offered Callback **Description:** The customer's position in the queue when callback was offered. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Requested Agent Assistance Callback **Description:** The total number of callback calls wherein the customer requested agent assistance. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Saved Time** Callback **Description:** The total number of minutes of call time that were saved because of callback. **Calculation:** Used in: Media type: Voice, Chat Callback Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: Start Date Time Key** 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:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Disposition

Metric name: Successful	Folder: Callback
<b>Description:</b> The total number of callbacks that successfully c	onnected the customer with an agent.
Calculation:	Used in:
Media type: Voice,Chat	Callback Summary Report
Data type: Number Metric type: Disposition	Caliback Sammary Report
Metric name: Time to Abandon Waiting For Agent	Folder:
	Callback
<b>Description:</b> After successful callback, the total amount of timbefore abandoning the call.	ne all customers spent waiting for agents
Calculation:	
Media type: Voice,Chat	Used in:
Data type: Number Metric type: Disposition	Callback Summary Report
Metric name: Time to Wait For Agent	Folder:
Metric name: Time to Wait For Agent	Folder: Callback
Metric name: Time to Wait For Agent  Description: After successful callbacks, the total amount of tiragent.	Callback
<b>Description:</b> After successful callbacks, the total amount of tir	Callback me all customers spent waiting for an
<b>Description:</b> After successful callbacks, the total amount of tiragent.	Callback
Description: After successful callbacks, the total amount of tiragent.  Calculation:	Callback me all customers spent waiting for an
Description: After successful callbacks, the total amount of tiragent.  Calculation:  Media type: Voice,Chat  Data type: Number Metric type: Disposition	Callback  me all customers spent waiting for an  Used in:
Description: After successful callbacks, the total amount of tiragent.  Calculation:  Media type: Voice, Chat  Data type: Number	Callback  me all customers spent waiting for an  Used in:  Callback Summary Report
Description: After successful callbacks, the total amount of tiragent.  Calculation:  Media type: Voice,Chat  Data type: Number Metric type: Disposition	Callback  me all customers spent waiting for an  Used in:  Callback Summary Report  Folder:  Callback
Description: After successful callbacks, the total amount of tiragent.  Calculation:  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Timeout Waiting  Description: The total number of times that a customer was description.	Callback  me all customers spent waiting for an  Used in:  Callback Summary Report  Folder:  Callback  disconnected because the max timeout
Description: After successful callbacks, the total amount of tiragent.  Calculation:  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Timeout Waiting  Description: The total number of times that a customer was dimit was reached.	Callback  me all customers spent waiting for an  Used in:  Callback Summary Report  Folder:  Callback
Description: After successful callbacks, the total amount of tinagent.  Calculation:  Media type: Voice, Chat  Data type: Number Metric type: Disposition  Metric name: Timeout Waiting  Description: The total number of times that a customer was dimit was reached.  Calculation:	Callback  me all customers spent waiting for an  Used in:  Callback Summary Report  Folder:  Callback  disconnected because the max timeout

# Folder: Callback > Detail

Metric name: Abandoned W	/aiting	Folder: Callback > Detail
<b>Description:</b> Indicates whether connect. (0=no, 1=yes)	r the call was abandoned by the	customer while waiting for an agent to
Calculation:		Used in:
Media type: Voice,Chat		
Data type: Number Metric type: Disposition		Callback Details Report
Metric name: Accepted		Folder:
		Callback > Detail
<b>Description:</b> Indicates whether	r callback was accepted by the c	ustomer. (0=no, 1=yes)
Calculation:		Used in:
Media type: Voice,Chat		
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)
<b>Description:</b> 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 Acces		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 Acces	epted Timestamp	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 Acce	epted Timestamp	Callback > Detail  ed to the callback call. (0=no, 1=yes)  Used in:  • Callback Details Report  Folder:  Callback > Detail

Folder: **Metric name: Callback Attempts** Callback > Detail **Description:** The number of times the system attempted to call the customer back. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: Metric name: Callback Offer Time 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:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Callback Offered Timestamp** Callback > Detail **Description:** The time when the customer was first offered callback during the session. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Date Metric type: Detail Folder: Metric name: Callback Offers per Session Callback > Detail **Description:** The number of times callback was offered, per single interaction. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Connect Waiting Time** Callback > Detail

<b>Description:</b> The amount of time that elapsed between when the customer connected to the callback call and when an agent was connected.			
Calculation:			
Media type: Voice,Chat		Used in:	
Data type: Number Metric type: Detail		Callback Details Report	
Metric name: Customer Conn	nected Timestamp	Folder:	
	, , , , , , , , , , , , , , , , , , ,	Callback > Detail	
<b>Description:</b> The time when the	customer started waiting to be	e connected to an agent.	
Calculation:			
Media type: Voice,Chat		Used in:	
Data type: Date		Callback Details Report	
Metric type: Detail			
Metric name: Customer Read	ly To Start Timestamn	Folder:	
ricerie numer customer neue	ay 10 Start TimeStamp	Callback > Detail	
<b>Description:</b> The time when the CUSTOMER_ORIGINATED scenario access number to dial and access	os. This value is typically set wh	nedia interaction for nen the application sends a request for an	
Calculation:			
Media type: Voice,Chat		Used in:	
Data type: Date		Callback Details Report	
Metric type: Detail			
Metric name: Desired Time		Folder:	
		Callback > Detail	
<b>Description:</b> The amount of elap	osed time that was promised to	the customer before callback.	
Calculation:	osed time that was promised to		
	osed time that was promised to	Used in:	
Calculation:	osed time that was promised to		
Calculation: Media type: Voice,Chat  Data type: Number	osed time that was promised to	Used in:	
Calculation: Media type: Voice,Chat  Data type: Number	osed time that was promised to	<b>Used in:</b> This metric is not used in any reports.	
Calculation: Media type: Voice,Chat  Data type: Number	·	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:** Used in: Media type: Voice, Chat Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Establish Time** Callback > Detail **Description:** The amount of time required to establish the outbound call. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Expected Wait Time** Callback > Detail **Description:** The customer expected wait time when the callback dial attempt was ready to begin. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Expected Wait Time When Offered** Callback > Detail Description: The expected time before an agent is available to call back a customer, as of the time callback was offered. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Detail Folder: Metric name: Last Callback Offer Time Callback > Detail

**Description:** The duration (in seconds) of the last callback offered to a customer during the session. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Last Callback Offered Timestamp** Callback > Detail **Description:** The date and time of the last callback offered to a customer during the session. Calculation: Used in: Media type: Voice, Chat Callback Details Report Data type: Date Metric type: Detail Folder: Metric name: Offered Callback > Detail **Description:** Indicates whether callback was offered to the customer. (0=no, 1=yes) **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Offline Waiting Time** Callback > Detail **Description:** The amount of time, in seconds, the customer waited offline for an agent to become available **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Position in Queue** 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 Folder: Metric name: Position in Queue When Offered Callback > Detail **Description:** The customer's position in the queue when callback was offered. **Calculation:** Used in: Media type: Voice, Chat This metric is not used in any reports. Data type: Number Metric type: Detail Folder: **Metric name: Push Delivery Confirmed Timestamp** Callback > Detail **Description:** The time when the application confirmed that push notification was received. This is used for CUSTOMER ORIGINATED scenarios. **Calculation:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Ready To Start Timestamp** 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:** Used in: Media type: Voice, Chat · Callback Details Report Data type: Number Metric type: Detail Folder: Metric name: Requested Agent Assistance 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 · Callback Details Report Data type: Number Metric type: Detail Folder: **Metric name: Service Start Timestamp** Callback > Detail **Description:** The date and time (UTC) when the Callback service started. **Calculation:** Used in: Media type: Voice, Chat Callback Details Report Data type: Date Metric type: Detail Folder: Metric name: Start DateTime Key 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 This metric is not used in any reports. Data type: Number Metric type: Detail Folder: **Metric name: Timeout Warning** 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 · Callback Details Report Data type: Number Metric type: Detail Folder: Metric name: Transfer Failed Callback > Detail **Description:** The number of failed attempts to transfer the callback interaction to the agent.

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