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Genesys CX Insights Multicloud Projects Reference Guide

Chat Metrics

8/10/2025

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- 1 Folder: Chat
- 2 Folder: Chat > Agent
- 3 Folder: Chat > Async
- 4 Folder: Chat > Thread

Metrics that you can use to build chat-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 Chat folder contains numerous metrics that you can use to build Chat-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.

Chat

- % Agent Terminated
- % Interactions Parked
- % Customer Terminated
- % Interactions with Less

Queue Time

- % Interactions with Long Queue Time
- % Session Inactive
- % Session Missed
- % Session Only with Bots
- % Session Transferred
- % Session with Bot
- Agent
- Agent Response Time
- Agent Responses
- Agent Terminated
- Agent Wait
- Agent Wait Time
- Avg Bots per Media Session
- Avg Bots per Session with Bot
- Avg Characters per Session typed by Agent
- Avg First Response Agent
 Time
- Avg Messages Sent By Agent
- Avg Messages Sent By Customer
- Avg Session Time
- Bot Session
- Customer Response Time
- Customer Responses
- Customer Terminated
- Customer Wait
- Customer Wait Time
- Disconnected
- First Agent Wait Time
- First Bot Wait Time
- First Response Agent Time
- First Response Wait Time
- First Touch Resolution

- Handle Interval
- Handle Time
- Idle (Agent Present)
- Idle Time (Agent Present)
- Interactions Parked
- Interactions with Less Queue
 Time
- Interactions with Long Queue Time
- Max Agent Response Time
- Max Agent Wait Time
- Max Customer Response Time
- Max Customer Wait Time
- Max First Response Agent Time
- Max Wait-time in Queue
- Media Session
- Messages From Agent
- Messages From Agent Size
- Messages From Bot
- Messages From Bot Size
- Messages From Customer
- Messages From Customer Size
- Parking Queue Duration
- Session Ended Normally
- Session Inactive
- Session Missed
- Session Only with Bot
- Session Time
- Session Transferred
- · Session with Bot
- Terminated Due to Other Reasons

Chat > Agent

• % Interactions Less Time to

Accept

- % Interactions Long Time to Accept
- Abandoned Waiting Time
- Acceptance Rate
- Accepted
- Accepted Unique
- Alert Duration
- Avg Duration for Accepting Interactions
- Avg Focus Time
- Consult Received Engage
 Time
- Consult Received Engage Warm Time
- Consult Received Hold Time
- Consult Received Time
- Consult Received Warm Hold
 Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap
 Time
- Consult Received Wrap
- Consult Received Wrap Time
- Engage Time
- Engagement Handle Time
- Focus Interval
- Focus Time
- Hold Time
- Interactions Less Time to Accept
- Interactions Long Time to Accept
- Max Duration for Accepting Interactions
- Offered
- Rejected

• Wrap Time

Chat > Async

- Dormant Interval
- Dormant Time
- Idle (No Agent)
- Idle Time (No Agent)

Chat > Thread

- Average Thread Handle Time
- Average Thread Response Time
- Thread Agent Messages
- Thread Agent Messages Size
- Thread Customer Messages

- Thread Customer Messages Size
- Thread Engagements
- Thread Handle Time
- Thread Response Time
- Thread Sessions
- Threads

Folder: Chat

Metric name: % Agent Terminated	Folder: Chat
Description: The percentage of sessions that were terminate	d by the agent.
Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics. Media type: Data type: Metric type:	Used in: • Chat Termination Report
Metric name: % Customer Terminated	Folder: Chat
Description: The percentage of sessions that were terminate	d by the customer.
Calculation: Calculated based on the Chat > Customer Terminated and Chat > Media Session metrics.	Used in:
Media type: Data type: Metric type:	Chat Termination Report
Metric name: % Interactions Parked Introduced: 9.0.013	Folder: Chat
Description: The percentage of interactions that were placed number of interactions that were established.	in parking queue, relative to the total
Calculation: Calculated based on the Chat > Media Session	Used in:

and Chat > Interactions Parked	metrics.	
Media type:		
Data type:		This metric is not used in any reports.
Metric type:		
Metric name: % Interaction	ns with Less Queue Time	Folder:
Introduced: 9.0.013		Chat
	of interactions that spent less tim shold in the [agg-gim-thld-CHAT-	ne in the parking queue than the value PARKING] section.
	on the Chat > Interaction with	
Less Queue Time and Chat > Ir	iteractions Parked metrics.	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
Metric name: % Interaction	ns with Long Queue Time	Folder:
Introduced: 9.0.013		Chat
	<i>c</i> ····································	
	shold in the [agg-gim-thld-CHAT-	me in the parking queue than the value PARKING] section.
Calculation: Calculated based Long Queue Time and Chat > In	on the Chat > Interaction with nteractions Parked metrics.	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
		Folder:
Metric name: % Session In	active	
		Chat
Description: The percentage (ENDED_REASON='INACTIVE').	of sessions that were terminated	due to inactivity
_	on the Chat > Session Inactive	
		Used in:
	lics.	osed m.
Media type:		Chat Termination Report
Media type: Data type:		
Media type: Data type:		

Metric name: % Session Missed	Chat
Description: aka % Chats Missed. Percentage of chats reques agents.	ted by clients that were not answered by
Calculation: Calculated based on the Chat > Session Missed and Chat > Media Session metrics.	Used in:
Media type:	
Data type: Metric type:	Chat Session Report
	Felder
Metric name: % Session Only with Bots	Folder:
	Chat
Description: The percentage of media sessions handled by bo	ts, without agent involvement
Calculation: Calculated based on the Chat > Session Only	sis, without agent involvement.
with Bots and Chat > Media Session metrics.	Used in:
Media type:	Bot Dashboard
Data type:	Sessions Handled by Bots
Metric type:	, i i i i i i i i i i i i i i i i i i i
Metric name: % Session Transferred	Folder:
Metric name: % Session Transferred	Folder:
Metric name: % Session Transferred	
Metric name: % Session Transferred Description: aka % Chats Transferred. The percentage of sess	Chat
	Chat
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session	Chat sions that were transferred to an agent.
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics.	Chat sions that were transferred to an agent.
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type:	Chat sions that were transferred to an agent.
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat sions that were transferred to an agent.
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type:	Chat sions that were transferred to an agent. Used in: • Chat Session Report Folder:
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat sions that were transferred to an agent. Used in: • Chat Session Report
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type:	Chat Sions that were transferred to an agent. Used in: • Chat Session Report Folder: Chat
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type: Metric name: % Session with Bot	Chat Sions that were transferred to an agent. Used in: • Chat Session Report Folder: Chat
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type: Metric name: % Session with Bot Description: The percentage of media sessions in which bots Calculation: Calculated based on the Chat > Session with	Chat Sions that were transferred to an agent. Used in: • Chat Session Report Folder: Chat participated.
Description: aka % Chats Transferred. The percentage of sess Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. Media type: Data type: Metric type: Metric name: % Session with Bot Description: The percentage of media sessions in which bots Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics.	Chat Sions that were transferred to an agent. Used in: • Chat Session Report Folder: Chat participated. Used in:

Metric name: Agent	Folder: Chat
Description: The number of parties that participated in the se	ssion as an agent.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Agent Response Time	Folder: Chat
Description: The total amount of time that an agent spent res	ponding to a customer.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Agent Responses	Folder:
	Chat
Description: The total number of times that agents responded	
Description: The total number of times that agents responded Calculation:	
Calculation: Media type: Chat	to a customer.
Calculation:	to a customer. Used in:
Calculation: Media type: Chat Data type: Metric type: Disposition	to a customer. Used in: This metric is not used in any reports.
Calculation: Media type: Chat Data type:	to a customer. Used in: This metric is not used in any reports. Folder:
Calculation: Media type: Chat Data type: Metric type: Disposition	to a customer. Used in: This metric is not used in any reports.
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated	to a customer. Used in: This metric is not used in any reports. Folder: Chat
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated	to a customer. Used in: This metric is not used in any reports. Folder: Chat
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation:	to a customer. Used in: This metric is not used in any reports. Folder: Chat
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation: Media type: Chat	to a customer. Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Used in:
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation:	to a customer. Used in: This metric is not used in any reports. Folder: Chat ed by the agent.
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation: Media type: Chat Data type:	to a customer. Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Used in:
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation: Media type: Chat Data type: Metric type:	to a customer. Used in: This metric is not used in any reports. Folder: Chat Used in: • Chat Termination Report
Calculation: Media type: Chat Data type: Metric type: Disposition Metric name: Agent Terminated Description: The total number of sessions that were terminated Calculation: Media type: Chat Data type:	to a customer. Used in: This metric is not used in any reports. Folder: Chat Chat Used in: Used in:

Description: The total number of time	as that agents waited for	a reply from a customer
Description: The total number of time	s that agents waited for a	a reply nom a customer.
Calculation:		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
Metric type.		
Metric name: Agent Wait Time		Folder:
		Chat
Description: The total amount of time that agents spent waiting for replies from customers.		
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
		Falder
Metric name: Avg Bots per Media	Session	Folder:
		Chat
Description: Avg Number of Bot Gate	-	is per media session.
Calculation: Calculated as the value of Sessions metric divided by the value of		
Sessions metric.		Used in:
Media type:		- Cassiana Handlad by Data
Data type:		 Sessions Handled by Bots
Metric type:		
метгіс туре:		
Metric type: Metric name: Avg Bots per Sessio	on with Bot	Folder:
	on with Bot	Folder: Chat
Metric name: Avg Bots per Sessio		Chat
Metric name: Avg Bots per Session		Chat
Metric name: Avg Bots per Sessic Description: Avg Number of Bot Gate participated.	way Server (BGS) session	Chat
Metric name: Avg Bots per Session	way Server (BGS) session of the Chat > Bot	Chat
Metric name: Avg Bots per Sessic Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of	way Server (BGS) session of the Chat > Bot	Chat is per media session in which bots Used in:
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of Sessions metric divided by the value of	way Server (BGS) session of the Chat > Bot	Chat Is per media session in which bots Used in: • Bot Dashboard
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of with Bot metric. Media type: Data type:	way Server (BGS) session of the Chat > Bot	Chat is per media session in which bots Used in:
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of Sessions metric divided by the value of with Bot metric. Media type:	way Server (BGS) session of the Chat > Bot	Chat s per media session in which bots Used in: • Bot Dashboard
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of with Bot metric. Media type: Data type:	way Server (BGS) session of the Chat > Bot	Chat s per media session in which bots Used in: • Bot Dashboard
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of sessions metric divided by the value of with Bot metric. Media type: Data type: Metric type:	way Server (BGS) session of the Chat > Bot f the Chat > Sessions	Chat s per media session in which bots Used in: • Bot Dashboard
Metric name: Avg Bots per Session Description: Avg Number of Bot Gate participated. Calculation: Calculated as the value of with Bot metric. Media type: Data type:	way Server (BGS) session of the Chat > Bot f the Chat > Sessions	Chat Is per media session in which bots Used in: • Bot Dashboard • Sessions Handled by Bots

Description: The average number of characters typed	by agents, per session.
Calculation: Calculated as the value of the Chat > Mes From Agent Size metric divided by the value of the Chat Media Sessions metric.	
Media type:	Chat Message Statistics Report
Data type: Metric type:	
Metric name: Avg First Response Agent Time	Folder: Chat
Description: The average amount of time, including m time an agent responded to the customer interaction.	ediation duration, that elapsed before the first
Calculation: Calculated as the value of the Chat > First Response Agent Time metric divided by the value of the > Media Sessions metric.	
Media type:	This metric is not used in any reports.
Data type: Metric type:	
Metric name: Avg Messages Sent By Agent	Folder: Chat
Description: The average number of messages sent by	agents, per chat session.
Calculation: Calculated as the value of the Chat > Mes From Agent metric divided by the value of the Chat > M Sessions metric.	
Media type:	Chat Message Statistics Report
Data type: Metric type:	
Metric name: Avg Messages Sent By Customer	Folder: Chat
Description: The average number of messages sent by	callers / customers, per chat session.
Calculation: Calculated as the value of the Chat > Mes From Customer metric divided by the value of the Chat Media Sessions metric.	
Media type:	

Data type: Metric type:		
Metric name: Avg Session	Time	Folder: Chat
Description: The average dura	ation of media sessions within the	e reporting period.
Calculation: Calculated as the Time metric divided by the valu Sessions metric.		Used in:
Media type: Data type: Metric type:		Chat Session ReportChat Termination Report
Metric name: Bot Session		Folder: Chat
Description: TThe total number	er of parties that participated in a	a session as bots.
Calculation:		Used in:
Media type: Data type: Metric type:		Bot DashboardSessions Handled by Bots
Metric name: Customer Re	sponse Time	Folder: Chat
Description: The total amount	of time a customer spent in res	oonding to agents.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Customer Re	sponses	Folder: Chat
Description: The total number	of times a customer responded	to an agent.
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.

Metric type:		
		Folder:
Metric name: Customer Ter	minated	Chat
		Chat
Description: The number of se	ssions terminated by a custome	r, per session.
Calculation:	-	
Media type:		Used in:
Data type:		Chat Termination Report
Metric type:		
Metric name: Customer Wa	:.	Folder:
Metric name: Customer wa	it.	Chat
		Citat
Description: The total number	of times that a customer wait for	or a reply from an agent.
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Matric name: Customer Wa	it Timo	Folder:
Metric name: Customer Wa	it Time	
Metric name: Customer Wa	it Time	Folder: Chat
Metric name: Customer Wat		Chat
		Chat
Description: The total amount		Chat
Description: The total amount Calculation:		Chat vaiting for replies from agents.
Description: The total amount Calculation: Media type:		Chat vaiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type:		Chat vaiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type: Metric type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports.
Description: The total amount Calculation: Media type: Data type: Metric type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder:
Description: The total amount Calculation: Media type: Data type: Metric type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Disconnected Description: The number of int	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat connection
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Disconnected Description: The number of int (ENDED_REASON='DISCONNECT	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Disconnected Description: The number of int (ENDED_REASON='DISCONNECT Calculation: Media type: Data type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat connection
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Disconnected Description: The number of int (ENDED_REASON='DISCONNECT Calculation: Media type:	of time that a customer spent w	Chat vaiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat Chat Used in:

Metric name: First Agent V	Vait Time	Folder: Chat
Description: The amount of ti agent (visible to the customer)		er the session started before the first
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: First Bot Wai	it Time	Folder:
		Chat
Description: The amount of ti (visible to the customer) joined		er the session started before the first bot
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: First Respon	se Agent Time	Folder: Chat
Description: The time that ela	-	Chat ning the media session, and the first
Description: The time that ela	apsed between the first agent joir customer. Does not include routin e value of First Response Wait	Chat ning the media session, and the first ng time.
Description: The time that ela message from an agent to the Calculation: Calculated as the	apsed between the first agent joir customer. Does not include routin e value of First Response Wait	Chat ning the media session, and the first ng time. Used in:
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A	apsed between the first agent joir customer. Does not include routin e value of First Response Wait	Chat ning the media session, and the first ng time.
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type:	apsed between the first agent joir customer. Does not include routin e value of First Response Wait	Chat ning the media session, and the first ng time. Used in:
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type:	apsed between the first agent joir customer. Does not include routin e value of First Response Wait gent Wait Time.	Chat ning the media session, and the first ng time. Used in:
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type: Metric type:	apsed between the first agent joir customer. Does not include routin e value of First Response Wait gent Wait Time.	Chat ning the media session, and the first ng time. Used in: This metric is not used in any reports.
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type: Metric type: Metric name: First Respon	apsed between the first agent join customer. Does not include routin e value of First Response Wait gent Wait Time. se Wait Time	Chat ing the media session, and the first ing time. Used in: This metric is not used in any reports. Folder:
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type: Metric type: Metric name: First Respon Description: The time that ela	apsed between the first agent join customer. Does not include routin e value of First Response Wait gent Wait Time. se Wait Time	Chat ing the media session, and the first g time. Used in: This metric is not used in any reports. Folder: Chat the media session and the first message
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type: Metric type: Metric name: First Respon Description: The time that ela from an agent to the customer.	apsed between the first agent join customer. Does not include routin e value of First Response Wait gent Wait Time. se Wait Time	Chat ing the media session, and the first g time. Used in: This metric is not used in any reports. Folder: Chat
Description: The time that ela message from an agent to the Calculation: Calculated as the Time minus the value of First A Media type: Data type: Metric type: Metric name: First Respon Description: The time that ela from an agent to the customer. Calculation:	apsed between the first agent join customer. Does not include routin e value of First Response Wait gent Wait Time. se Wait Time	Chat ing the media session, and the first g time. Used in: This metric is not used in any reports. Folder: Chat the media session and the first message

Metric name: First Touch R	esolution	Folder: Chat	
Description: The number of advanced chat sessions that were successfully handled in one <i>touch</i> — that is, without being placed in a dormant state, or woken from a dormant state.			
This metric includes sessions that were	This metric includes sessions that were ended by the agent, customer, or timeout.		
Calculation:		Used in:	
Media type:			
Data type: Metric type:		Async Chat DashboardChat Interaction Stats	
Metric name: Handle Inter	val	Folder: Chat	
Description: The number of ti	mes a session was in the active s	state (as opposed to a dormant state).	
Calculation:		Used in:	
Media type:		Async Chat Dashboard	
Data type: Metric type:		Chat Interaction Stats	
Metric name: Handle Time		Folder:	
		Chuc	
Description: The total duratio	n of the media session.		
Calculation:		Used in:	
Media type:		Async Chat Dashboard	
Data type: Metric type:		Chat Interaction Stats	
Metric name: Idle (Agent P	resent)	Folder:	
	,	Chat	
Description: The total numbe was in the active state and at l		ction had no activity, when the interaction	
Description: The total number was in the active state and at the This metric counts only the time that e	r of times that a customer interac east one agent was participating	ction had no activity, when the interaction	
was in the active state and at l	r of times that a customer interac east one agent was participating	ction had no activity, when the interaction in the chat.	
was in the active state and at least only the time that e	r of times that a customer interac east one agent was participating	ction had no activity, when the interaction	

Metric type:		
Metric name: Idle Time (Ag	jent Present)	Folder: Chat
Description: The total amount of time, with no activity, when interaction was in the active state and at least one agent was participating in the chat.		
This metric counts only the time that e	xceeds the configured threshold.	
Calculation:		Used in:
Media type: Data type: Metric type:		Async Chat DashboardChat Interaction Stats
Metric name: Interactions	Parked	Folder: Chat
Description: The number of in business hours.	teractions that were placed in th	e parking queue and routed during
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Interactions	with Less Queue Time	Folder: Chat
	teractions that spent less time ir shold in the [agg-gim-thld-CHAT-	n the parking queue than the value PARKING] section.
Calculation:		Used in
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Interactions	with Long Queue Time	Folder: Chat

	teractions that spent more time shold in the [agg-gim-thld-CHAT-	in the parking queue than the value PARKING] section.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Max Agent Re	esponse Time	Folder: Chat
Description: The longest amou	unt of time that an agent spent i	n replying to a customer.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Total and
Metric name: Max Agent W	ait Time	Folder: Chat
Description: The longest amount customer response.	unt of time, during the reporting	interval, that an agent waited for a
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Max Custome	er Response Time	Folder:
		Chat
Description: The longest amount of time that elapsed, during the reporting interval, that a customer spent in responding to an agent.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Max Custome	er Wait Time	
		Chat

Description: The longest amo message.	unt of time that any customer wa	aited for an agent to reply to a chat
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Max First Res	sponse Agent Time	Folder: Chat
Description: The longest amo chat session.	unt of time that elapsed before t	he first agent response to a customer in a
Calculation: The largest value AG2_CHAT_STATS.FIRST_RESPO reporting period.		Used in:
Media type: Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Max Wait-tim	ne in Queue	Folder: Chat
Description: The longest amo	unt of time (HH·MM·SS) that any	interaction spent in the parking queue.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Media Sessio	n	Folder:
		Chat
Description: The total number	r of media sessions	
Calculation:	of filedia sessions.	Used in:
Media type:		Async Chat Dashboard
Data type:		Bot Dashboard
Metric type:		Chat Interaction Stats
		Chat Session Report

		Chat Termination ReportSessions Handled by Bots
Metric name: Messages Fro	om Agent	Folder: Chat
Description: Total number of agent messages in all chat sessions within the reporting period.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		Chat Session Report
Matuia nomo: Massaura Tu	am Aront Sizo	Folder:
Metric name: Messages Fro	om Agent Size	Chat
Description: Total size of ager	nt messages in all chat sessions v	vithin the reporting period.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Messages Fro	om Bot	Chat
		Chat
Description: Total number of bot messages in all chat sessions within the reporting period.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Messages Fro	om Bot Size	Folder:
		Chat
Description: Total size of bot messages in all chat sessions within the reporting period.		
Calculation:	nessages in an char sessions with	
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		

Metric name: Messages From Customer	Folder: Chat	
Description: Total number of customer messages in all chat	sessions within the reporting period.	
Calculation:		
Media type:	Used in:	
Data type: Metric type:	Chat Session Report	
	Folder:	
Metric name: Messages From Customer Size		
	Chat	
Description: Total size of all system as many size in all shates	essions within the repetition posisi	
Description: Total size of all customer messages in all chat s	sessions within the reporting period.	
Calculation:	Used in:	
Media type:		
Data type: Metric type:	This metric is not used in any reports.	
metric type:		
Matria names Dauking Oscara Duration		
Metric name: Parking Queue Duration		
Metric name: Parking Queue Duration	Folder:	
Metric name: Parking Queue Duration Introduced: 9.0.013	Folder: Chat	
Introduced: 9.0.013	Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp	Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation:	Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type:	Chat Dent in the parking queue.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation:	Chat Dent in the parking queue.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type:	Chat Dent in the parking queue.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type:	Chat Dent in the parking queue. Used in: This metric is not used in any reports.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type:	Chat Dent in the parking queue.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type:	Chat Dent in the parking queue. Used in: This metric is not used in any reports.	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Metric name: Session Ended Normally	Chat Chat Used in: This metric is not used in any reports. Folder: Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Metric name: Session Ended Normally Description: The number of interaction that ended normally	Chat Chat Used in: This metric is not used in any reports. Folder: Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Metric name: Session Ended Normally	Chat Chat Used in: This metric is not used in any reports. Folder: Chat (ENDED_REASON in ['QUIT', 'FORCE']).	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Metric name: Session Ended Normally Description: The number of interaction that ended normally	Chat Chat Used in: This metric is not used in any reports. Folder: Chat	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Description: The number of interaction that ended normally Calculation: Media type: Data type: Data type:	Chat Chat Used in: This metric is not used in any reports. Folder: Chat (ENDED_REASON in ['QUIT', 'FORCE']).	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Metric name: Session Ended Normally Description: The number of interaction that ended normally Calculation: Media type:	Chat Chat Used in: This metric is not used in any reports. Folder: Chat (ENDED_REASON in ['QUIT', 'FORCE']). Used in:	
Introduced: 9.0.013 Description: The total amount of time that the interaction sp Calculation: Media type: Data type: Metric type: Description: The number of interaction that ended normally Calculation: Media type: Data type: Data type:	Chat Chat Used in: This metric is not used in any reports. Folder: Chat (ENDED_REASON in ['QUIT', 'FORCE']). Used in:	

Metric name: Session Inactive	Chat
Description: The total number of times that sessions w	vere inactive during the reporting period.
Calculation:	Used in:
Media type:	Async Chat Dashboard
Data type:	Chat Interaction Stats
Metric type:	Chat Termination Report
Metric name: Session Missed	Folder:
Introduced: 9.0.011.xx	Chat
Description: Total number of chats requested by client reporting period. aka Chats Missed.	s that were not answered by agents during the
Calculation:	Used in:
Media type:	Used In:
Data type: Metric type:	Chat Session Report
Metric type:	
Metric name: Session Only with Bot	Folder:
Metric name: Session Only with Bot	Folder: Chat
Metric name: Session Only with Bot Description: The total number of media sessions hand	Chat
	Chat
Description: The total number of media sessions hand	Chat led by bots, without agent involvement.
Description: The total number of media sessions hand Calculation: Media type: Data type:	Chat led by bots, without agent involvement. Used in: • Bot Dashboard
Description: The total number of media sessions hand Calculation: Media type:	Chat led by bots, without agent involvement. Used in:
Description: The total number of media sessions hand Calculation: Media type: Data type:	Chat led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots
Description: The total number of media sessions hand Calculation: Media type: Data type:	Chat Led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots Folder:
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric type:	Chat led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric type:	Chat Chat Led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric type: Metric name: Session Time	Chat Chat Led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric type: Metric name: Session Time Description: The total duration of chat sessions within	Chat Chat Led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric name: Session Time Description: The total duration of chat sessions within Calculation: Media type: Data type: Data type: Description: The total duration of chat sessions within Calculation: Media type: Data type:	Chat Chat Led by bots, without agent involvement. Used in: • Bot Dashboard • Sessions Handled by Bots Folder: Chat the reporting period.
Description: The total number of media sessions hand Calculation: Media type: Data type: Metric type: Metric name: Session Time Description: The total duration of chat sessions within Calculation: Media type:	Chat Chat Led by bots, without agent involvement. Used in: Bot Dashboard Sessions Handled by Bots Folder: Chat the reporting period. Used in: Used in:

Metric name: Session Transferred	Folder:	
	Chat	
Description: aka Chats Transferred. The the reporting period.	total number of chats that were transferred to an agent during	
Calculation:	Used in:	
Media type:		
Data type: Metric type:	Chat Session Report	
Metric name: Session with Bot	Folder:	
	Chat	
Description: The total number of media	sessions in which bots participated.	
Calculation:	Used in:	
Media type:	Bot Dashboard	
Data type: Metric type:	Sessions Handled by Bots	
Metric name: Terminated Due to Ot	Folder:	
Metric name. Terminated Due to Ot	Chat	
Description: The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.		
Calculation: Calculated as ([Media Sessi Terminated]) - [Agent Terminated]) - [Sess		
Media type:	Chat Termination Report	
Data type: Metric type:		

Folder: Chat > Agent

Metric name: % Interactions Less Time to Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accepted	d by an agent before the amount of time

configured as the value of the option accepted-duration-thres	nold in the agg-gim-thld-CHAT-ACC section.
Calculation: Calculated as the value of the Chat > Agent > Interactions Less Time to Accept metric divided by the value of the Chat > Agent > Accepted metric.	Used in:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	
Metric name: % Interactions Long Time to Accept	Folder:
Introduced: 9.0.012	Chat > Agent
Description: The percentage of interactions that were accep configured as the value of the option accepted-duration-thres	
Calculation: Calculated as the value of the Chat > Agent >	
Interactions LongTime to Accept metric divided by the value	Used in:
of the Chat > Agent > Accepted metric.	Used In:
Media type:	Interactions Acceptance Report
Data type: number Metric type:	
metric type.	
Metric name: Abandoned Waiting Time	Folder:
Metric name: Abandoned Waiting Time	Folder: Chat > Agent
Metric name: Abandoned Waiting Time	
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent eventually abandoned before connecting to an agent.	Chat > Agent
Description: The total amount of time that customers spent	Chat > Agent waiting for a response in sessions that they
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent.	Chat > Agent
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation:	Chat > Agent waiting for a response in sessions that they
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type:	Chat > Agent waiting for a response in sessions that they Used in:
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type:	Chat > Agent waiting for a response in sessions that they Used in:
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type:	Chat > Agent waiting for a response in sessions that they Used in:
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type:	Chat > Agent waiting for a response in sessions that they Used in: This metric is not used in any reports. Folder:
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type:	Chat > Agent waiting for a response in sessions that they Used in: This metric is not used in any reports.
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type:	Chat > Agent Waiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate Description: Percentage of engagements that were accepted	Chat > Agent Waiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate	Chat > Agent Waiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate Description: Percentage of engagements that were accepted Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent >	Chat > Agent Chat > Agent Used in: This metric is not used in any reports. Folder: Chat > Agent Used in: Used in:
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate Description: Percentage of engagements that were accepted Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric. Media type:	Chat > Agent Waiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent by an agent.
Description: The total amount of time that customers spent eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate Description: Percentage of engagements that were accepted Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.	Chat > Agent Chat > Agent Used in: This metric is not used in any reports. Folder: Chat > Agent Used in: Used in:

Metric name: Accepted	Folder: Chat > Agent	
Description: Total number of assigned engagements that were	e accepted by the agents.	
Calculation:	Used in:	
Media type:	Chat Engagement Report	
Data type:	Interactions Acceptance Report	
Metric type:		
Metric name: Accepted Unique	Folder:	
	Chat > Agent	
Description: The total number of logical interactions that were agent. This metric includes an agent's first participation in outb		
Calculation:	Used in:	
Media type:	Async Chat Dashboard	
Data type:		
Metric type:	Chat Agent Stats	
Metric name: Alert Duration		
	Folder:	
Introduced: 9.0.012	Chat > Agent	
Description: The number of seconds that an interaction alerted at the agent's DN before being accepted.		
Calculation:		
Media type:	Used in:	
Data type: number	This metric is not used in any reports.	
Metric type:		
Metric name: Avg Duration for Accepting Interactions	Folder:	
Introduced: 9.0.012	Chat > Agent	
Description: The average amount of time (([h]:mm:ss) that in being accepted.	teractions alerted at the agent's DN before	
Calculation: Calculated as the value of the Chat > Agent >	Used in:	
Alert Duration metric divided by the value of the Chat > Agent		
> Accepted metric.	Interactions Acceptance Report	
Media type:		

Data type: number Metric type:		
	Folder:	
Metric name: Avg Focus Time		
	Chat > Agent	
Description: The average amount of time that agents spent working directly or indirectly on media sessions within the reporting interval.		
Calculation: Calculated as Chat > Agent > Focus Time divided by Chat > Agent > Accepted Unique.	Used in:	
Media type:	Asynchronous Chat Dashboard	
Data type:	Chat Agent Stats	
Metric type:		
Metric name: Consult Received Engage Time	Folder:	
	Chat > Agent	
Description: The total amount of time that agents were		
consultations where the collaborations/consultations were business attribute and the agents were the recipients of t		
Calculation:		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
Metric name: Consult Received Engage Warm Tim	ne Folder:	
	Chat > Agent	
Description: The total amount of time that agents were engaged in consultations that were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.		
Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
	Foldow	
Metric name: Consult Received Hold Time	Folder:	
Metric name: Consult Received Hold Time	Folder: Chat > Agent	

consultation recipients.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Consult Rece	ived Time	Chat > Agent
	related hold durations, where the	aged as a recipient in collaborations or e collaborations/consultations were
Calculation: Calculated as the Consult Received Engage Time Received Hold Time.		Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Warm Hold Time	Folder: Chat > Agent
Description: The total amount time that agents had consultations on hold where the interactions were distributed or pulled from this chat and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.		
Calculation:		
Media type:		
incula cyper		Used in:
Data type: Metric type:		Used in: This metric is not used in any reports.
Data type:		This metric is not used in any reports.
Data type:	ived Warm Time	
Data type: Metric type: Metric name: Consult Rece Description: The total amount	t of time that this agent was enga	This metric is not used in any reports. Folder:
Data type: Metric type: Metric name: Consult Rece Description: The total amount consultations, including related	t of time that this agent was enga hold durations, where the collab sum of Chat > Agent > Time plus Chat > Agent >	This metric is not used in any reports. Folder: Chat > Agent aged as a recipient in collaborations or
Data type: Metric type: Metric name: Consult Rece Description: The total amount consultations, including related with customer interactions. Calculation: Calculated as the Consult Received Warm Engage	t of time that this agent was enga hold durations, where the collab sum of Chat > Agent > Time plus Chat > Agent >	This metric is not used in any reports. Folder: Chat > Agent aged as a recipient in collaborations or orations/consultations were associated

Metric type:		
Metric name: Consult Rece	ived Warm Wrap	Folder: Chat > Agent
	imes consultations that agents reasts reasts reasts reasts and the second second second second second second se	eceived, for which agents entered ACW ss.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Warm Wrap Time	Folder:
		Chat > Agent
Description: Total amount of time that agents spent in ACW state following consultations (distributed from this queue) that the agents requested and received, and the interactions were transferred to / conferenced with the agents.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Wrap	Folder:
		Chat > Agent
Description: Total number of times entered ACW (Wrap) state following accepted simple consultations.		
Calculation:	·	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Wrap Time	Folder:
		Chat > Agent
Description: The total amount of time spent in ACW (Wrap) state following accepted simple consultations.		
Calculation:		Used in:
Media type:		This metric is not used in any reports.

Data type: Metric type:	
Metric name: Engage Time	Folder: Chat > Agent
Description: Total duration of engagement since an agent joinin chat ends.	ng a chat till agent leaves the chat or
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
	Folder:
Metric name: Engagement Handle Time	
	Chat > Agent
Description: Total duration of the agent engagement.	
Calculation: Calculated as the difference between the time when the agent joins the chat and the time when the agent leaves the chat (or the time the chat ends).	Used in:
Media type: Data type: Metric type:	Chat Engagement Report
Metric name: Focus Interval	Folder:
	Chat > Agent
Description: The number of times the agent (or agents) was in	focus state on this modia sossion
Calculation:	
Media type:	Used in:
Data type: Metric type:	Chat Agents Stats
Metric name: Focus Time	Folder: Chat > Agent
Description: The total amount of time the agent (or agents) spe media session. This metric excludes dormant time.	ent working directly or indirectly on this
	ent working directly or indirectly on this Used in:

Data type: Metric type:		Async Chat DashboardChat Agent StatsChat Engagement Report
Metric name: Hold Time		Folder: Chat > Agent
Description: The total amount hold.	t of time within the interval that t	his agent had customer interactions on
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Interactions	Less Time to Accept	Folder:
Introduced: 9.0.012		Chat > Agent
		<pre>/ an agent after the amount of time Id in the agg-gim-thId-CHAT-ACC section.</pre>
Calculation:		
Media type:		Used in:
Data type: number Metric type:		This metric is not used in any reports.
Metric name: Interactions	Long Time to Accept	Folder:
Introduced: 9.0.012		Chat > Agent
		/ an agent after the amount of time ld in the agg-gim-thld-CHAT-ACC section.
Calculation:		
Media type:		Used in:
Data type: number Metric type:		This metric is not used in any reports.
		Falder
Metric name: Max Duration	n for Accepting	Folder:
Interactions		Chat > Agent

Introduced: 9.0.012		
Description: The longest amo before being accepted.	unt of time (([h]:mm:ss) that any	interaction alerted at the agent's DN
Calculation:		Used in:
Media type:		osed in:
Data type: number Metric type:		 Interactions Acceptance Report
Metric name: Offered		Folder:
Metric name: Offered		Chat > Agent
Description: Total number of e	engagements that were offered t	o agents.
Calculation:		
Media type:		Used in:
Data type: Metric type:		Chat Engagement Report
		Felder
Metric name: Rejected		Folder:
Metric name: Rejected		Folder: Chat > Agent
	engagements that were rejected	Chat > Agent
	engagements that were rejected	Chat > Agent
Description: Total number of e	engagements that were rejected	Chat > Agent
Description: Total number of e	engagements that were rejected	Chat > Agent by agents.
Description: Total number of e Calculation: Media type: Data type:	engagements that were rejected	Chat > Agent by agents. Used in:
Description: Total number of e Calculation: Media type: Data type:	engagements that were rejected	Chat > Agent by agents. Used in:
Description: Total number of e Calculation: Media type: Data type: Metric type:	engagements that were rejected	Chat > Agent by agents. Used in: This metric is not used in any reports.
Description: Total number of e Calculation: Media type: Data type: Metric type: Metric name: Wrap Time	t of time that agents spent perfor	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder:
Description: Total number of e Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount	t of time that agents spent perfor	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent rming after-call work for customer
Description: Total number of e Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount interactions that were distribut	t of time that agents spent perfor	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent
Description: Total number of e Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount interactions that were distribut Calculation:	t of time that agents spent perfor	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent rming after-call work for customer

Folder: Chat > Async

Metric name: Dormant Interval		Folder: Chat > Async
Description: The number of ti	mes a session entered the dorma	ant state.
Calculation:		Used in:
Media type:		 Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
Metric name: Dormant Tim	e	Folder:
		Chat > Async
	t of time that a customer interact uting time is excluded from dorm	ion was in the dormant state or on hold ant time.
Calculation:		Used in:
Media type:		 Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
Metric name: Idle (No Age	nt)	Folder: Chat > Async
-	mes that customer interactions h	
Description: The number of ti	mes that customer interactions h	Chat > Async ad no activity when the interaction was in
Description: The number of ti the active state and no agents	mes that customer interactions h	Chat > Async
Description: The number of ti the active state and no agents Calculation:	mes that customer interactions h	Chat > Async ad no activity when the interaction was in
Description: The number of ti the active state and no agents Calculation: Media type: Data type:	mes that customer interactions h	Chat > Async and no activity when the interaction was in Used in: • Chat Interaction Stats
Description: The number of ti the active state and no agents Calculation: Media type: Data type:	mes that customer interactions h were participating in the chat.	Chat > Async and no activity when the interaction was in Used in: • Chat Interaction Stats Folder:
Description: The number of ti the active state and no agents Calculation: Media type: Data type: Metric type:	mes that customer interactions h were participating in the chat.	Chat > Async and no activity when the interaction was in Used in: • Chat Interaction Stats
Description: The number of ti the active state and no agents Calculation: Media type: Data type: Metric type: Metric name: Idle Time (No Description: The total amount	mes that customer interactions h were participating in the chat.	Chat > Async ad no activity when the interaction was in Used in: • Chat Interaction Stats Folder: Chat > Async ns had no activity when the interaction
Description: The number of ti the active state and no agents Calculation: Media type: Data type: Metric type: Metric name: Idle Time (No Description: The total amount	mes that customer interactions h were participating in the chat. D Agent) t of time that customer interactio	Chat > Async ad no activity when the interaction was in Used in: • Chat Interaction Stats Folder: Chat > Async ns had no activity when the interaction
Description: The number of ti the active state and no agents Calculation: Media type: Data type: Metric type: Metric name: Idle Time (No Description: The total amount was in the active state and no	mes that customer interactions h were participating in the chat. D Agent) t of time that customer interactio	Chat > Async and no activity when the interaction was in Used in: • Chat Interaction Stats Folder: Chat > Async Ins had no activity when the interaction chat.

Folder: Chat > Thread

Metric name: Average Thre	ad Handle Time	Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Average handle of	luration of all chats in all threads	
Calculation: Calculated as AG2_CHAT_THREAD_STATS.HAN AG2_CHAT_THREAD_STATS.THR Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Average Three Introduced: 9.0.012.01	ad Response Time	Folder: Chat > Thread
Description: For served thread subsequent agents' messages.	ds, the average amount of time b	etween clients' messages and the
Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGE by AG2_CHAT_THREAD_STATS.T	NT_REPLY_DURATION divided HREADS	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
Metric name: Thread Agen	t Messages	Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Total number of a	agent messages in all threads.	
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.

Metric name: Thread Agen	t Messages Size	Folder:
Introduced: 9.0.012.01	<u> </u>	
		Chat > Thread
Description: Total size of all ag	gent messages in the thread.	
Calculation:		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
Metric name: Thread Custo	omer Messages	Folder:
Introduced: 9.0.012.01		Chat > Thread
Description: Total number of c	customer messages in all threads	5.
Calculation:		-
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Thread Custo	omer Messages Size	
Metric name: Thread Custo	omer Messages Size	Folder:
Metric name: Thread Custo Introduced: 9.0.012.01	omer Messages Size	Folder: Chat > Thread
	omer Messages Size	
Introduced: 9.0.012.01 Description: Total size of all cu	omer Messages Size	Chat > Thread
Introduced: 9.0.012.01 Description: Total size of all cu Calculation:		Chat > Thread
Introduced: 9.0.012.01 Description: Total size of all cu		Chat > Thread Used in:
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type: Data type:		Chat > Thread
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type:		Chat > Thread Used in:
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type: Data type: Metric type:	ustomer messages in the thread.	Chat > Thread Used in:
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type: Data type:	ustomer messages in the thread.	Chat > Thread Used in:
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type: Data type: Metric type:	ustomer messages in the thread.	Chat > Thread Used in: This metric is not used in any reports.
Introduced: 9.0.012.01 Description: Total size of all co Calculation: Media type: Data type: Metric type: Metric name: Thread Engag	ustomer messages in the thread.	Chat > Thread Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.012.01 Description: Total size of all cu Calculation: Media type: Data type: Metric type: Metric name: Thread Engag Introduced: 9.0.012.01	ustomer messages in the thread. gements	Chat > Thread Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.012.01 Description: Total size of all co Calculation: Media type: Data type: Metric type: Metric name: Thread Engag	ustomer messages in the thread. gements	Chat > Thread Used in: This metric is not used in any reports. Folder: Chat > Thread
Introduced: 9.0.012.01 Description: Total size of all co Calculation: Media type: Data type: Metric type: Metric type: Introduced: 9.0.012.01 Description: Total number of e Calculation:	ustomer messages in the thread. gements	Chat > Thread Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.012.01 Description: Total size of all co Calculation: Media type: Data type: Metric type: Metric type: Introduced: 9.0.012.01 Description: Total number of e	ustomer messages in the thread. gements	Chat > Thread Used in: This metric is not used in any reports. Folder: Chat > Thread

Metric type:	
Metric name: Thread Handle Time Introduced: 9.0.012.01	Folder: Chat > Thread
Description: Total handle duration of all chats in all threads.	
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Thread Response Time	
Introduced: 9.0.012.01	Folder:
Intioutced. 9.0.012.01	Chat > Thread
Description: The total amount of time between clients' mess throughout the thread.	ages and the subsequent agents' messages
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Thread Sessions	
Introduced: 9.0.012.01	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of sessions in all threads.	
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Threads	Folder:
Introduced: 9.0.012.01	Chat > Thread
Description: Total number of threads started by clients.	

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