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Genesys CX Insights Multicloud Projects Reference Guide

[Chat Metrics](#)

Contents

- 1 Folder: Chat
- 2 Folder: Chat > Agent
- 3 Folder: Chat > Async
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Metrics that you can use to build chat-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 Chat folder contains numerous metrics that you can use to build Chat-related reports.

Note the following:

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

Important

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

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

Chat

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

| | | |
|---|-------------------------------------|---|
| Queue Time | • Handle Interval | Accept |
| • % Interactions with Long Queue Time | • Handle Time | • % Interactions Long Time to Accept |
| • % Session Inactive | • Idle (Agent Present) | • Abandoned Waiting Time |
| • % Session Missed | • Idle Time (Agent Present) | • Acceptance Rate |
| • % Session Only with Bots | • Interactions Parked | • Accepted |
| • % Session Transferred | • Interactions with Less Queue Time | • Accepted Unique |
| • % Session with Bot | • Interactions with Long Queue Time | • Alert Duration |
| • Agent | • Max Agent Response Time | • Avg Duration for Accepting Interactions |
| • Agent Response Time | • Max Agent Wait Time | • Avg Focus Time |
| • Agent Responses | • Max Customer Response Time | • Consult Received Engage Time |
| • Agent Terminated | • Max Customer Wait Time | • Consult Received Engage Warm Time |
| • Agent Wait | • Max First Response Agent Time | • Consult Received Hold Time |
| • Agent Wait Time | • Max Wait-time in Queue | • Consult Received Time |
| • Avg Bots per Media Session | • Media Session | • Consult Received Warm Hold Time |
| • Avg Bots per Session with Bot | • Messages From Agent | • Consult Received Warm Time |
| • Avg Characters per Session typed by Agent | • Messages From Agent Size | • Consult Received Warm Wrap |
| • Avg First Response Agent Time | • Messages From Bot | • Consult Received Warm Wrap Time |
| • Avg Messages Sent By Agent | • Messages From Bot Size | • Consult Received Wrap |
| • Avg Messages Sent By Customer | • Messages From Customer | • Consult Received Wrap Time |
| • Avg Session Time | • Messages From Customer Size | • Engage Time |
| • Bot Session | • Parking Queue Duration | • Engagement Handle Time |
| • Customer Response Time | • Session Ended Normally | • Focus Interval |
| • Customer Responses | • Session Inactive | • Focus Time |
| • Customer Terminated | • Session Missed | • Hold Time |
| • Customer Wait | • Session Only with Bot | • Interactions Less Time to Accept |
| • Customer Wait Time | • Session Time | • Interactions Long Time to Accept |
| • Disconnected | • Session Transferred | • Max Duration for Accepting Interactions |
| • First Agent Wait Time | • Session with Bot | • Offered |
| • First Bot Wait Time | • Terminated Due to Other Reasons | • Rejected |
| • First Response Agent Time | | |
| • First Response Wait Time | | |
| • First Touch Resolution | | |
| | Chat > Agent | |
| | • % Interactions Less Time to | |

- 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

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| Metric name: % Agent Terminated | Folder: Chat |
| Description: The percentage of sessions that were terminated by the agent. | |
| Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> • Chat Termination Report |
| Media type: Data type: Metric type: | |
| Metric name: % Customer Terminated | Folder: Chat |
| Description: The percentage of sessions that were terminated by the customer. | |
| Calculation: Calculated based on the Chat > Customer Terminated and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> • Chat Termination Report |
| Media type: Data type: Metric type: | |
| Metric name: % Interactions Parked | Folder: Chat |
| Introduced: 9.0.013 | |
| Description: The percentage of interactions that were placed in parking queue, relative to the total number of interactions that were established. | |
| Calculation: Calculated based on the Chat > Media Session | Used in: |

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| and Chat > Interactions Parked metrics. | | |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
| Metric name: % Interactions with Less Queue Time | | Folder: |
| Introduced: 9.0.013 | | Chat |
| Description: The percentage of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section. | | |
| Calculation: Calculated based on the Chat > Interaction with Less Queue Time and Chat > Interactions Parked metrics. | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
| Metric name: % Interactions with Long Queue Time | | Folder: |
| Introduced: 9.0.013 | | Chat |
| Description: The percentage of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section. | | |
| Calculation: Calculated based on the Chat > Interaction with Long Queue Time and Chat > Interactions Parked metrics. | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
| Metric name: % Session Inactive | | Folder: |
| | | Chat |
| Description: The percentage of sessions that were terminated due to inactivity (ENDED_REASON='INACTIVE'). | | |
| Calculation: Calculated based on the Chat > Session Inactive and Chat > Media Session metrics. | | Used in: |
| Media type: | | <ul style="list-style-type: none"> Chat Termination Report |
| Data type: | | |
| Metric type: | | |
| | | Folder: |

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| Metric name: % Session Missed | Chat |
| Description: aka % Chats Missed. Percentage of chats requested by clients that were not answered by agents. | |
| Calculation: Calculated based on the Chat > Session Missed and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> Chat Session Report |
| Media type: Data type: Metric type: | |
| Metric name: % Session Only with Bots | Folder: Chat |
| Description: The percentage of media sessions handled by bots, without agent involvement. | |
| Calculation: Calculated based on the Chat > Session Only with Bots and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> Bot Dashboard Sessions Handled by Bots |
| Media type: Data type: Metric type: | |
| Metric name: % Session Transferred | Folder: Chat |
| Description: aka % Chats Transferred. The percentage of sessions that were transferred to an agent. | |
| Calculation: Calculated based on the Chat > Session Transferred and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> Chat Session Report |
| Media type: Data type: Metric type: | |
| Metric name: % Session with Bot | Folder: Chat |
| Description: The percentage of media sessions in which bots participated. | |
| Calculation: Calculated based on the Chat > Session with Bot and Chat > Media Session metrics. | Used in: <ul style="list-style-type: none"> Bot Dashboard Sessions Handled by Bots |
| Media type: Data type: Metric type: | |

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| Metric name: Agent | Folder: Chat |
| Description: The number of parties that participated in the session as an agent. | |
| Calculation: | |
| Media type: | |
| Data type: Metric type: | Used in: 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 responding 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 to a customer. | |
| Calculation: | |
| Media type: Chat | Used in: |
| Data type: Metric type: Disposition | This metric is not used in any reports. |
| Metric name: Agent Terminated | Folder: Chat |
| Description: The total number of sessions that were terminated by the agent. | |
| Calculation: | |
| Media type: Chat | Used in: |
| Data type: Metric type: | <ul style="list-style-type: none"> Chat Termination Report |
| Metric name: Agent Wait | Folder: Chat |

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| Description: The total number of times that agents waited for a reply from a customer. | Calculation: | |
| Media type: Data type: Metric type: | Used in: | This metric is not used in any reports. |
| Metric name: Agent Wait Time | Folder: | Chat |
| Description: The total amount of time that agents spent waiting for replies from customers. | Calculation: | |
| Media type: Data type: Metric type: | Used in: | This metric is not used in any reports. |
| Metric name: Avg Bots per Media Session | Folder: | Chat |
| Description: Avg Number of Bot Gateway Server (BGS) sessions per media session. | Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Media Sessions metric. | |
| Media type: Data type: Metric type: | Used in: | <ul style="list-style-type: none"> Sessions Handled by Bots |
| Metric name: Avg Bots per Session with Bot | Folder: | Chat |
| Description: Avg Number of Bot Gateway Server (BGS) sessions per media session in which bots participated. | Calculation: Calculated as the value of the Chat > Bot Sessions metric divided by the value of the Chat > Sessions with Bot metric. | |
| Media type: Data type: Metric type: | Used in: | <ul style="list-style-type: none"> Bot Dashboard Sessions Handled by Bots |
| Metric name: Avg Characters per Session typed by Agent | Folder: | Chat |

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| <p>Description: The average number of characters typed by agents, per session.</p> <p>Calculation: Calculated as the value of the Chat > Messages From Agent Size metric divided by the value of the Chat > Media Sessions metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Chat Message Statistics Report |
| <p>Metric name: Avg First Response Agent Time</p> | | <p>Folder:</p> <p>Chat</p> |
| <p>Description: The average amount of time, including mediation duration, that elapsed before the first time an agent responded to the customer interaction.</p> <p>Calculation: Calculated as the value of the Chat > First Response Agent Time metric divided by the value of the Chat > Media Sessions metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Metric name: Avg Messages Sent By Agent</p> | | <p>Folder:</p> <p>Chat</p> |
| <p>Description: The average number of messages sent by agents, per chat session.</p> <p>Calculation: Calculated as the value of the Chat > Messages From Agent metric divided by the value of the Chat > Media Sessions metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Chat Message Statistics Report |
| <p>Metric name: Avg Messages Sent By Customer</p> | | <p>Folder:</p> <p>Chat</p> |
| <p>Description: The average number of messages sent by callers / customers, per chat session.</p> <p>Calculation: Calculated as the value of the Chat > Messages From Customer metric divided by the value of the Chat > Media Sessions metric.</p> <p>Media type:</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Chat Message Statistics Report |

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| Data type: Metric type: | | |
| Metric name: Avg Session Time | Folder: Chat | |
| Description: The average duration of media sessions within the reporting period. | | |
| Calculation: Calculated as the value of the Chat > Session Time metric divided by the value of the Chat > Media Sessions metric. | Used in: <ul style="list-style-type: none"> Chat Session Report Chat Termination Report | |
| Media type: Data type: Metric type: | | |
| Metric name: Bot Session | Folder: Chat | |
| Description: The total number of parties that participated in a session as bots. | | |
| Calculation: | Used in: | |
| Media type: Data type: Metric type: | <ul style="list-style-type: none"> Bot Dashboard Sessions Handled by Bots | |
| Metric name: Customer Response Time | Folder: Chat | |
| Description: The total amount of time a customer spent in responding to agents. | | |
| Calculation: | Used in: | |
| Media type: Data type: Metric type: | This metric is not used in any reports. | |
| Metric name: Customer Responses | Folder: Chat | |
| Description: The total number of times a customer responded to an agent. | | |
| Calculation: | Used in: | |
| Media type: Data type: | This metric is not used in any reports. | |

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| Metric type: | | |
| Metric name: Customer Terminated | Folder: Chat | |
| Description: The number of sessions terminated by a customer, per session. | | |
| Calculation: | | |
| Media type: | | Used in: |
| Data type: Metric type: | | <ul style="list-style-type: none"> Chat Termination Report |
| Metric name: Customer Wait | Folder: Chat | |
| Description: The total number of times that a customer wait for a reply from an agent. | | |
| Calculation: | | |
| Media type: | | Used in: |
| Data type: Metric type: | | This metric is not used in any reports. |
| Metric name: Customer Wait Time | Folder: Chat | |
| Description: The total amount of time that a customer spent waiting for replies from agents. | | |
| Calculation: | | |
| Media type: | | Used in: |
| Data type: Metric type: | | This metric is not used in any reports. |
| Metric name: Disconnected | Folder: Chat | |
| Description: The number of interactions that ended with a disconnection (ENDED_REASON='DISCONNECT'). | | |
| Calculation: | | |
| Media type: | | Used in: |
| Data type: Metric type: | | This metric is not used in any reports. |

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| Metric name: First Agent Wait Time | Folder: Chat |
| Description: The amount of time that the customer waited after the session started before the first agent (visible to the customer) joined the session. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: Metric type: | |
| Metric name: First Bot Wait Time | Folder: Chat |
| Description: The amount of time that the customer waited after the session started before the first bot (visible to the customer) joined the session. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: Metric type: | |
| Metric name: First Response Agent Time | Folder: Chat |
| Description: The time that elapsed between the first agent joining the media session, and the first message from an agent to the customer. Does not include routing time. | |
| Calculation: Calculated as the value of First Response Wait Time minus the value of First Agent Wait Time. | Used in: This metric is not used in any reports. |
| Media type: | |
| Data type: Metric type: | |
| Metric name: First Response Wait Time | Folder: Chat |
| Description: The time that elapsed between the beginning of the media session and the first message from an agent to the customer. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: Metric type: | |

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| Metric name: First Touch Resolution | 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 ended by the agent, customer, or timeout. | |
| Calculation: Media type: Data type: Metric type: | Used in: <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Interaction Stats |
| Metric name: Handle Interval | Folder: Chat |
| Description: The number of times a session was in the active state (as opposed to a dormant state). | |
| Calculation: Media type: Data type: Metric type: | Used in: <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Interaction Stats |
| Metric name: Handle Time | Folder: Chat |
| Description: The total duration of the media session. | |
| Calculation: Media type: Data type: Metric type: | Used in: <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Interaction Stats |
| Metric name: Idle (Agent Present) | Folder: Chat |
| Description: The total number of times that a customer interaction had no activity, when the interaction was in the active state and at least one agent was participating in the chat. | |
| This metric counts only the time that exceeds the configured threshold. | |
| Calculation: Media type: Data type: | Used in: This metric is not used in any reports. |

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| Metric type: | | |
| Metric name: Idle Time (Agent Present) | Folder: | |
| <p>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.</p> <p>This metric counts only the time that exceeds the configured threshold.</p> | | |
| <p>Calculation:</p> <p>Media type:</p> <p>Data type: Metric type:</p> | | |
| Used in: | | |
| <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Interaction Stats | | |
| Metric name: Interactions Parked | Folder: | |
| Introduced: 9.0.013.01 | Chat | |
| <p>Description: The number of interactions that were placed in the parking queue and routed during business hours.</p> | | |
| Calculation: | | |
| Media type: | Used in: | |
| Data type: Metric type: | This metric is not used in any reports. | |
| Metric name: Interactions with Less Queue Time | Folder: | |
| Introduced: 9.0.013.01 | Chat | |
| <p>Description: The number of interactions that spent less time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.</p> | | |
| Calculation: | | |
| Media type: | Used in: | |
| Data type: Metric type: | This metric is not used in any reports. | |
| Metric name: Interactions with Long Queue Time | Folder: | |
| Introduced: 9.0.013.01 | Chat | |

| | | | | | | | | |
|--|--|-----------------------------------|--|-------------------|--|---------------------|--|---|
| <p>Description: The number of interactions that spent more time in the parking queue than the value configured as the duration-threshold in the [agg-gim-thld-CHAT-PARKING] section.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max Agent Response Time</p> <p>Description: The longest amount of time that an agent spent in replying to a customer.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max Agent Wait Time</p> <p>Description: The longest amount of time, during the reporting interval, that an agent waited for a customer response.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max Customer Response Time</p> <p>Description: The longest amount of time that elapsed, during the reporting interval, that a customer spent in responding to an agent.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max Customer Wait Time</p> | | <p>Folder:</p> <p>Chat</p> | | | | | | |

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|---|--|--------------------|--|-------------------|--|---------------------|--|---|
| <p>Description: The longest amount of time that any customer waited for an agent to reply to a chat message.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max First Response Agent Time</p> <p>Description: The longest amount of time that elapsed before the first agent response to a customer in a chat session.</p> <p>Calculation: The largest value recorded in AG2_CHAT_STATS.FIRST_RESPONSE_AGENT_TIME during the reporting period.</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Max Wait-time in Queue</p> <p>Description: The longest amount of time (HH:MM:SS) that any interaction spent in the parking queue.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |
| <p>Metric name: Media Session</p> <p>Description: The total number of media sessions.</p> <p>Calculation:</p> <table border="1"> <tr> <td>Media type:</td><td></td></tr> <tr> <td>Data type:</td><td></td></tr> <tr> <td>Metric type:</td><td></td></tr> </table> | | Media type: | | Data type: | | Metric type: | | <p>Folder:</p> <p>Chat</p> <p>Used in:</p> <ul style="list-style-type: none"> • Async Chat Dashboard • Bot Dashboard • Chat Interaction Stats • Chat Session Report |
| Media type: | | | | | | | | |
| Data type: | | | | | | | | |
| Metric type: | | | | | | | | |

| | | |
|--|------------------------|---|
| | | <ul style="list-style-type: none"> • Chat Termination Report • Sessions Handled by Bots |
| Metric name: Messages From Agent | Folder: Chat | |
| Description: Total number of agent messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | <ul style="list-style-type: none"> • Chat Session Report |
| Data type: Metric type: | | |
| Metric name: Messages From Agent Size | Folder: Chat | |
| Description: Total size of agent messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: Metric type: | | |
| Metric name: Messages From Bot | Folder: Chat | |
| Description: Total number of bot messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: Metric type: | | |
| Metric name: Messages From Bot Size | Folder: Chat | |
| Description: Total size of bot messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: Metric type: | | |

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| | | Folder: |
| Metric name: Messages From Customer | | Chat |
| Description: Total number of customer messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | <ul style="list-style-type: none"> Chat Session Report |
| Data type: | | |
| Metric type: | | |
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| | | |
| Metric name: Messages From Customer Size | | Folder: |
| Chat | | |
| Description: Total size of all customer messages in all chat sessions within the reporting period. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
| | | |
| Metric name: Parking Queue Duration | | Folder: |
| Chat | | |
| Introduced: 9.0.013 | | |
| | | |
| Description: The total amount of time that the interaction spent in the parking queue. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
| | | |
| Metric name: Session Ended Normally | | Folder: |
| Chat | | |
| Description: The number of interaction that ended normally (ENDED_REASON in ['QUIT', 'FORCE']). | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: | | |
| Metric type: | | |
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| | | Folder: |
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|--|---|
| Metric name: Session Inactive | Chat |
| Description: The total number of times that sessions were inactive during the reporting period. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Interaction Stats • Chat Termination Report |
| Metric name: Session Missed | |
| Introduced: 9.0.011.xx | Folder: Chat |
| Description: Total number of chats requested by clients that were not answered by agents during the reporting period. aka Chats Missed. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | <ul style="list-style-type: none"> • Chat Session Report |
| Metric name: Session Only with Bot | |
| | Folder: Chat |
| Description: The total number of media sessions handled by bots, without agent involvement. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | <ul style="list-style-type: none"> • Bot Dashboard • Sessions Handled by Bots |
| Metric name: Session Time | |
| | Folder: Chat |
| Description: The total duration of chat sessions within the reporting period. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | <p>This metric is not used in any reports.</p> |

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|---|--|
| Metric name: Session Transferred | Folder: Chat |
| Description: aka Chats Transferred. The total number of chats that were transferred to an agent during the reporting period. | |
| Calculation: | |
| Media type: | Used in: |
| Data type: Metric type: | <ul style="list-style-type: none"> Chat Session Report |
| Metric name: Session with Bot | |
| Description: The total number of media sessions in which bots participated. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none"> Bot Dashboard |
| Data type: Metric type: | <ul style="list-style-type: none"> Sessions Handled by Bots |
| Metric name: Terminated Due to Other Reasons | |
| 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 Session] - [Customer Terminated]) - [Agent Terminated]) - [Session Inactive]) | Used in: |
| Media type: | <ul style="list-style-type: none"> Chat Termination Report |
| Data type: Metric type: | |

Folder: Chat > Agent

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

configured as the value of the option accepted-duration-threshold 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.

Media type:

Data type: number
Metric type:

Used in:

- Interactions Acceptance Report

Metric name: % Interactions Long Time to Accept

Introduced: 9.0.012

Folder:

Chat > Agent

Description: The percentage of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section.

Calculation: Calculated as the value of the Chat > Agent > Interactions LongTime to Accept metric divided by the value of the Chat > Agent > Accepted metric.

Media type:

Data type: number
Metric type:

Used in:

- Interactions Acceptance Report

Metric name: Abandoned Waiting Time

Folder:

Chat > Agent

Description: The total amount of time that customers spent waiting for a response in sessions that they eventually abandoned before connecting to an agent.

Calculation:

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Acceptance Rate

Folder:

Chat > Agent

Description: Percentage of engagements that were accepted by an agent.

Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.

Media type:

Data type:
Metric type:

Used in:

- Chat Engagement Report

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| Metric name: Accepted | Folder: Chat > Agent |
| Description: Total number of assigned engagements that were accepted by the agents. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none"> Chat Engagement Report Interactions Acceptance Report |
| Metric name: Accepted Unique | |
| Description: The total number of logical interactions that were accepted, initiated, or pulled by this agent. This metric includes an agent's first participation in outbound replies to inbound interactions. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none"> Async Chat Dashboard Chat Agent Stats |
| Metric name: Alert Duration | |
| Introduced: 9.0.012 | Folder: Chat > Agent |
| Description: The number of seconds that an interaction alerted at the agent's DN before being accepted. | |
| Calculation: | Used in: |
| Media type: | This metric is not used in any reports. |
| Metric name: Avg Duration for Accepting Interactions | |
| Introduced: 9.0.012 | Folder: Chat > Agent |
| Description: The average amount of time (([h]:mm:ss) that interactions alerted at the agent's DN before being accepted. | |
| Calculation: Calculated as the value of the Chat > Agent > Alert Duration metric divided by the value of the Chat > Agent > Accepted metric. | Used in: <ul style="list-style-type: none"> Interactions Acceptance Report |
| Media type: | |

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|--|--------------------------------|---|
| Data type: number Metric type: | | |
| Metric name: Avg Focus Time | Folder: 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: <ul style="list-style-type: none"> Asynchronous Chat Dashboard Chat Agent Stats |
| Media type: | | |
| Data type: Metric type: | | |
| Metric name: Consult Received Engage Time | Folder: Chat > Agent | |
| Description: The total amount of time that agents were engaged in collaborations or simple consultations where the collaborations/consultations were associated with customer interactions of this business attribute and the agents were the recipients of the collaboration/consultations requests. | | |
| Calculation: | | |
| Media type: | | Used in: This metric is not used in any reports. |
| Data type: Metric type: | | |
| Metric name: Consult Received Engage Warm Time | 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 conferred with agents. | | |
| Calculation: | | |
| Media type: | | Used in: This metric is not used in any reports. |
| Data type: Metric type: | | |
| Metric name: Consult Received Hold Time | Folder: Chat > Agent | |
| Description: Total amount of time that agents had simple consultations on hold, where consultations were distributed or pulled from this chat and associated with customer interactions, and agents were | | |

consultation recipients.

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| Calculation: Media type: Data type: Metric type: | Used in: This metric is not used in any reports. |
| Metric name: Consult Received Time | Folder: Chat > Agent |
| Description: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. | Used in: This metric is not used in any reports. |
| Calculation: Calculated as the sum of Chat > Agent > Consult Received Engage Time plus Chat > Agent > Consult Received Hold Time. | Used in: This metric is not used in any reports. |
| Media type: Data type: Metric type: | |
| Metric name: Consult Received 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. | Used in: This metric is not used in any reports. |
| Calculation: Media type: Data type: Metric type: | Used in: This metric is not used in any reports. |
| Metric name: Consult Received Warm Time | Folder: Chat > Agent |
| Description: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. | Used in: This metric is not used in any reports. |
| Calculation: Calculated as the sum of Chat > Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time. | Used in: This metric is not used in any reports. |
| Media type: Data type: | |

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| Metric type: | | |
| Metric name: Consult Received Warm Wrap | Folder: Chat > Agent | |
| Description: Total number of times consultations that agents received, for which agents entered ACW state, and interactions were transferred/conferenced with agents. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: | | |
| Metric type: | | |
| Metric name: Consult Received 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: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: | | |
| Metric type: | | |
| Metric name: Consult Received Wrap | Folder: Chat > Agent | |
| Description: Total number of times entered ACW (Wrap) state following accepted simple consultations. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |
| Data type: | | |
| Metric type: | | |
| Metric name: Consult Received Wrap Time | Folder: Chat > Agent | |
| Description: The total amount of time spent in ACW (Wrap) state following accepted simple consultations. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: | | |

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| Data type: Metric type: | | |
| Metric name: Engage Time | Folder: Chat > Agent | |
| Description: Total duration of engagement since an agent joining a chat till agent leaves the chat or chat ends. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: Metric type: | | |
| Metric name: Engagement Handle Time | Folder: 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: | | <ul style="list-style-type: none"> Chat Engagement Report |
| Data type: Metric type: | | |
| Metric name: Focus Interval | Folder: Chat > Agent | |
| Description: The number of times the agent (or agents) was in focus state on this media session. | | |
| Calculation: | | Used in: |
| Media type: | | <ul style="list-style-type: none"> Chat Agents Stats |
| Data type: Metric type: | | |
| Metric name: Focus Time | Folder: Chat > Agent | |
| Description: The total amount of time the agent (or agents) spent working directly or indirectly on this media session. This metric excludes dormant time. | | |
| Calculation: | | Used in: |
| Media type: | | |

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|--|--|
| Data type: Metric type: | <ul style="list-style-type: none"> • Async Chat Dashboard • Chat Agent Stats • Chat Engagement Report |
| Metric name: Hold Time | Folder: Chat > Agent |
| Description: The total amount of time within the interval that this agent had customer interactions on hold. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: Metric type: | |
| Metric name: Interactions Less Time to Accept | Folder: Chat > Agent |
| Introduced: 9.0.012 | |
| Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: number Metric type: | |
| Metric name: Interactions Long Time to Accept | Folder: Chat > Agent |
| Introduced: 9.0.012 | |
| Description: The number of interactions that were accepted by an agent after the amount of time configured as the value of the option accepted-duration-threshold in the agg-gim-thld-CHAT-ACC section. | |
| Calculation: | |
| Media type: | Used in: This metric is not used in any reports. |
| Data type: number Metric type: | |
| Metric name: Max Duration for Accepting Interactions | Folder: Chat > Agent |

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| <p>Introduced: 9.0.012</p> <p>Description: The longest amount of time (([h]:mm:ss) that any interaction alerted at the agent's DN before being accepted.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type: number Metric type:</p> | <p>Used in:</p> <ul style="list-style-type: none"> Interactions Acceptance Report |
| <p>Metric name: Offered</p> <p>Description: Total number of engagements that were offered to agents.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type: Metric type:</p> | <p>Folder: Chat > Agent</p> <p>Used in:</p> <ul style="list-style-type: none"> Chat Engagement Report |
| <p>Metric name: Rejected</p> <p>Description: Total number of engagements that were rejected by agents.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type: Metric type:</p> | <p>Folder: Chat > Agent</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Metric name: Wrap Time</p> <p>Description: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this chat.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type: Metric type:</p> | <p>Folder: Chat > Agent</p> <p>Used in:</p> <p>This metric is not used in any reports.</p> |

Folder: Chat > Async

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| Metric name: Dormant Interval | Folder: Chat > Async |
| Description: The number of times a session entered the dormant state. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats |
| Metric name: Dormant Time | |
| Description: The total amount of time that a customer interaction was in the dormant state or on hold (with no Agent participant). Routing time is excluded from dormant time. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats |
| Metric name: Idle (No Agent) | |
| Description: The number of times that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none">• Chat Interaction Stats |
| Metric name: Idle Time (No Agent) | |
| Description: The total amount of time that customer interactions had no activity when the interaction was in the active state and no agents were participating in the chat. | |
| Calculation: | Used in: |
| Media type: | <ul style="list-style-type: none">• Async Chat Dashboard• Chat Interaction Stats |

Folder: Chat > Thread

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| Metric name: Average Thread Handle Time Introduced: 9.0.012.01 | Folder: Chat > Thread |
| Description: Average handle duration of all chats in all threads. | |
| Calculation: Calculated as AG2_CHAT_THREAD_STATS.HANDLE_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS | Used in: This metric is not used in any reports. |
| Media type: Data type: Metric type: | |
| Metric name: Average Thread Response Time Introduced: 9.0.012.01 | |
| Description: For served threads, the average amount of time between clients' messages and the subsequent agents' messages. | |
| Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGENT_REPLY_DURATION divided by AG2_CHAT_THREAD_STATS.THREADS | Used in: This metric is not used in any reports. |
| Media type: Data type: Metric type: | |
| Metric name: Thread Agent Messages Introduced: 9.0.012.01 | |
| Description: Total number of agent messages in all threads. | |
| Calculation: | |
| Media type: Data type: Metric type: | Used in: This metric is not used in any reports. |

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| Metric name: Thread Agent Messages Size Introduced: 9.0.012.01 | Folder: Chat > Thread |
| Description: Total size of all agent messages in the thread. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | This metric is not used in any reports. |
| Metric name: Thread Customer Messages | |
| Introduced: 9.0.012.01 | Folder: Chat > Thread |
| Description: Total number of customer messages in all threads. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | This metric is not used in any reports. |
| Metric name: Thread Customer Messages Size | |
| Introduced: 9.0.012.01 | Folder: Chat > Thread |
| Description: Total size of all customer messages in the thread. | |
| Calculation: | Used in: |
| Media type: Data type: Metric type: | This metric is not used in any reports. |
| Metric name: Thread Engagements | |
| Introduced: 9.0.012.01 | Folder: Chat > Thread |
| Description: Total number of engagements in all threads. | |
| Calculation: | Used in: |
| Media type: Data type: | This metric is not used in any reports. |

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

| Calculation: | | |
|---------------------|--|--|
| Media type: | | |
| Data type: | | |
| Metric type: | | |

This metric is not used in any reports.