

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Chat Metrics

Contents

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2 Folder: Chat > Agent3 Folder: Chat > Async4 Folder: Chat > Thread

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 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

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

and Chat > Interactions Parked Media type: Data type: Metric type:	metrics.	This metric is not used in any reports.
Metric name: % Interaction Introduced: 9.0.013	s with Less Queue Time	Folder: Chat
	of interactions that spent less tim shold in the [agg-gim-thld-CHAT-	ne in the parking queue than the value PARKING] section.
Calculation: Calculated based Less Queue Time and Chat > In		Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
Metric name: % Interaction Introduced: 9.0.013	s with Long Queue Time	Folder: Chat
	of interactions that spent more ti 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 > Ir		Hand In
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: % Session Inc	active	Folder: Chat
Description: The percentage of (ENDED_REASON='INACTIVE').	of sessions that were terminated	due to inactivity
Calculation: Calculated based and Chat > Media Session metr		Used in:
Media type:		
Data type: Metric type:		Chat Termination Report
		Faldon
		Folder:

Metric name: % Session Mi	issed	Chat
Description: aka % Chats Missagents.	sed. Percentage of chats request	ed by clients that were not answered by
Calculation: Calculated based and Chat > Media Session met		Used in:
Media type:		
Data type: Metric type:		Chat Session Report
Metric name: % Session Or	nly with Bots	Folder: Chat
Description: The percentage of	of media sessions handled by bot	ts, without agent involvement.
Calculation: Calculated based with Bots and Chat > Media Se		Used in:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
Metric name: % Session Tra	ansferred	Folder: Chat
		Chat
	nsferred. The percentage of session	
Description: aka % Chats Tran	nsferred. The percentage of session	Ons that were transferred to an agent. Used in:
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S	nsferred. The percentage of session	Chat ons that were transferred to an agent.
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type: Metric type:	nsferred. The percentage of sessi on the Chat > Session Session metrics.	Ons that were transferred to an agent. Used in:
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type:	nsferred. The percentage of sessi on the Chat > Session Session metrics.	Ons that were transferred to an agent. Used in: Chat Session Report
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type: Metric type: Metric name: % Session wi	nsferred. The percentage of sessi on the Chat > Session Session metrics.	Ons that were transferred to an agent. Used in: Chat Session Report Folder: Chat
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type: Metric type: Metric name: % Session wi	nsferred. The percentage of session the Chat > Session Session metrics. th Bot of media sessions in which bots properties on the Chat > Session with	Chat Ons that were transferred to an agent. Used in: Chat Session Report Folder: Chat
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type: Metric type: Metric name: % Session wi Description: The percentage of Calculation: Calculated based	nsferred. The percentage of session the Chat > Session Session metrics. th Bot of media sessions in which bots properties on the Chat > Session with	Chat Ons that were transferred to an agent. Used in: Chat Session Report Folder: Chat Chat
Description: aka % Chats Tran Calculation: Calculated based Transferred and Chat > Media S Media type: Data type: Metric type: Metric name: % Session wi Description: The percentage of Calculation: Calculated based Bot and Chat > Media Session of	nsferred. The percentage of session the Chat > Session Session metrics. th Bot of media sessions in which bots properties on the Chat > Session with	Chat Ons that were transferred to an agent. Used in: Chat Session Report Folder: Chat Chat Darticipated. Used in:

Metric name: Agent	Folder: Chat
Description: The number of parties that participated in the see	ssion as an agent.
Calculation:	Used in:
Media type:	This metric is not used in any reports.
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	nanding to a sustamor
Description: The total amount of time that an agent spent res Calculation:	portaing to a customer.
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
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 Data type:	to a customer.
Calculation: Media type: Chat	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	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	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	Used in: This metric is not used in any reports. Folder: Chat d by the agent. 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:	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	Used in: This metric is not used in any reports. Folder: Chat d by the agent. 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:	Used in: This metric is not used in any reports. Folder: Chat d by the agent. 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:	Used in: This metric is not used in any reports. Folder: Chat d by the agent. Used in:

Description: The total number	r of times that agents waited for	a reply from a customer.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Agent Wait T	ime	Folder: Chat
Description: The total amount	t of time that agents spent waitin	ng for replies from customers.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Avg Bots per	Media Session	Folder: Chat
Description: Avg Number of B	ot Gateway Server (BGS) session	is per media session.
Calculation: Calculated as the Sessions metric divided by the Sessions metric.		Used in:
Media type:		Sessions Handled by Bots
Data type: Metric type:		Sessions Handied by Does
Metric name: Avg Bots per	Session with Bot	Folder:
		Chat
Description: Avg Number of B participated.	ot Gateway Server (BGS) session	s per media session in which bots
Calculation: Calculated as the		
Sessions metric divided by the with Bot metric.	value of the Chat > Sessions	Used in:
Media type:		Bot Dashboard
Data type: Metric type:		Sessions Handled by Bots
		Folder:
Metric name: Avg Characte Agent	ers per Session typed by	
		Chat

Description: The average nur	nber of characters typed by agen	ts, per session.
Calculation: Calculated as the From Agent Size metric divided Media Sessions metric.	e value of the Chat > Messages I by the value of the Chat >	Used in:
Media type:		Chat Message Statistics Report
Data type: Metric type:		
Metric name: Avg First Res	sponse Agent Time	Folder: Chat
Description: The average ametime an agent responded to the		duration, that elapsed before the first
Calculation: Calculated as the Response Agent Time metric di > Media Sessions metric.	e value of the Chat > First ivided by the value of the Chat	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
Metric name: Avg Message	es Sent By Agent	Folder: Chat
	es Sent By Agent mber of messages sent by agents	Chat
Description: The average nur	nber of messages sent by agents e value of the Chat > Messages	Chat
Description: The average numerous Calculation: Calculated as the From Agent metric divided by the control of	nber of messages sent by agents e value of the Chat > Messages	Chat , per chat session. Used in:
Description: The average num Calculation: Calculated as the From Agent metric divided by to Sessions metric.	nber of messages sent by agents e value of the Chat > Messages	Chat , per chat session.
Description: The average num Calculation: Calculated as the From Agent metric divided by the Sessions metric. Media type: Data type:	nber of messages sent by agents e value of the Chat > Messages	Chat , per chat session. Used in: Chat Message Statistics Report
Description: The average num Calculation: Calculated as the From Agent metric divided by the Sessions metric. Media type: Data type:	mber of messages sent by agents e value of the Chat > Messages the value of the Chat > Media	Chat , per chat session. Used in:
Description: The average num Calculation: Calculated as the From Agent metric divided by to Sessions metric. Media type: Data type: Metric type: Metric name: Avg Message	mber of messages sent by agents e value of the Chat > Messages the value of the Chat > Media	Chat , per chat session. Used in: Chat Message Statistics Report Folder: Chat
Description: The average num Calculation: Calculated as the From Agent metric divided by to Sessions metric. Media type: Data type: Metric type: Metric name: Avg Message Description: The average num	mber of messages sent by agents e value of the Chat > Messages the value of the Chat > Media es Sent By Customer mber of messages sent by callers e value of the Chat > Messages	Chat , per chat session. Used in: Chat Message Statistics Report Folder: Chat / customers, per chat session. Used in:
Description: The average num Calculation: Calculated as the From Agent metric divided by the Sessions metric. Media type: Data type: Metric type: Metric name: Avg Message Description: The average num Calculation: Calculated as the From Customer metric divided	mber of messages sent by agents e value of the Chat > Messages the value of the Chat > Media es Sent By Customer mber of messages sent by callers e value of the Chat > Messages	Chat , per chat session. Used in: Chat Message Statistics Report Folder: Chat / customers, per chat session.

Data type: Metric type:		
		Faldom
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 values Sessions metric.		Used in:
Media type:		Chat Session Report
Data type:		Chat Termination Report
Metric type:		
Metric name: Bot Session		Folder:
Metric Hame. Bot Session		Chat
Description: TThe total number	er of parties that participated in a	a session as bots.
Calculation:		Used in:
Media type:		Bot Dashboard
Data type:		Sessions Handled by Bots
Metric type:		Sessions Hundred by Bots
Metric name: Customer Re	sponse Time	Folder:
		Chat
_	t of time a customer spent in resp	oonding to agents.
Calculation:		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Customer Re	sponses	
		Chat
Description: The total number	r 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:		
Metric name: Customer Te	rminated	Folder: Chat
Description: The number of se	essions terminated by a custome	r, per session.
Calculation:		Used in:
Media type:		osed in:
Data type: Metric type:		Chat Termination Report
		Folder:
Metric name: Customer Wa	ait	
		Chat
Description: The total number	r of times that a customer wait fo	or a reply from an agent.
Calculation:	or times that a castomer wait is	. a reply from an agenti
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Customer Wa	ait Time	Folder:
Metric name: Customer Wa	ait Time	Folder:
Metric name: Customer Wa	ait Time	
	ait Time t of time that a customer spent w	Chat
		Chat
Description: The total amount		Chat
Description: The total amount Calculation: Media type: Data type:		Chat raiting for replies from agents.
Description: The total amount Calculation: Media type:		Chat raiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type:		Chat raiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type:	t of time that a customer spent w	Chat raiting for replies from agents. Used in:
Description: The total amount Calculation: Media type: Data type: Metric type:	t of time that a customer spent w	Chat raiting 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:	t of time that a customer spent w	Chat raiting 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: Metric name: Disconnected Description: The number of in (ENDED_REASON='DISCONNECTED)	t of time that a customer spent w	Chat raiting 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 in	t of time that a customer spent w	Chat raiting 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 in (ENDED_REASON='DISCONNECTED)	t of time that a customer spent w	Chat raiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat connection Used in:
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Disconnected Description: The number of in (ENDED_REASON='DISCONNECT Calculation: Media type: Data type:	t of time that a customer spent w	Chat raiting 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 in (ENDED_REASON='DISCONNECTED Calculation: Media type:	t of time that a customer spent w	Chat raiting for replies from agents. Used in: This metric is not used in any reports. Folder: Chat connection 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	t Time	Folder:
The state of the s	e rime	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 routing value of First Response Wait	Chat ning the media session, and the first ng time.
Description: The time that elamessage from an agent to the Calculation: Calculated as the	apsed between the first agent joir customer. Does not include routing value of First Response Wait	Chat ning the media session, and the first ng time. Used in:
Description: The time that elamessage 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 routing value of First Response Wait	Chat ning the media session, and the first ng time.
Description: The time that elamessage 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 routing value of First Response Wait	Chat ning the media session, and the first ng time. Used in:
Description: The time that elamessage 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 routing 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 elamessage 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 routing e value of First Response Wait gent Wait Time.	Chat ning the media session, and the first and time. Used in: This metric is not used in any reports.
Description: The time that elamessage 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 Response	apsed between the first agent join customer. Does not include routing value of First Response Wait gent Wait Time. See Wait Time	Chat ning the media session, and the first and time. Used in: This metric is not used in any reports. Folder:
Description: The time that elamessage 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 Responsi	apsed between the first agent join customer. Does not include routing value of First Response Wait gent Wait Time. See Wait Time	Chat ning the media session, and the first and time. Used in: This metric is not used in any reports. Folder: Chat the media session and the first message
Description: The time that elamessage 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 Responsible of the Calculation of First A Media type: Metric type:	apsed between the first agent join customer. Does not include routing value of First Response Wait gent Wait Time. See Wait Time	Chat ning the media session, and the first and time. Used in: This metric is not used in any reports. Folder: Chat

Metric name: First Touch R	esolution	Folder: Chat
	dvanced chat sessions that were rmant state, or woken from a do	successfully handled in one <i>touch</i> — that rmant state.
This metric includes sessions that were	ended by the agent, customer, or timeo	ut.
Calculation:		Used in:
Media type:		Async Chat Dashboard
Data type: Metric type:		Chat Interaction Stats
Metric name: Handle Interv	/al	Folder: Chat
-		
Calculation: The number of the	mes a session was in the active s	state (as opposed to a dormant state). Used in:
Media type:		
Data type:		Async Chat DashboardChat Interaction Stats
Metric type:		Char interaction Stars
Metric name: Handle Time		Folder:
rectic numer numer nume		Chat
Description: The total duration	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
	of times that a customer interaceast one agent was participating	ction had no activity, when the interaction in the chat.
This metric counts only the time that ex	xceeds the configured threshold.	
Calculation:		Head in
Media type:		Used in:
Data type:		This metric is not used in any reports.

Metric type:	
Metric name: Idle Time (Agent Present)	Folder: Chat
Description: The total amount of time, with no activity, when least one agent was participating in the chat.	interaction was in the active state and at
This metric counts only the time that exceeds the configured threshold.	
Calculation:	Used in:
Media type:	Async Chat Dashboard
Data type: Metric type:	Chat Interaction Stats
Metric name: Interactions Parked	
Introduced: 9.0.013.01	Folder:
	Chat
Description: The number of interactions that were placed in the business hours.	he parking queue and routed during
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
Description: The number of interactions that spent less time i configured as the duration-threshold in the [agg-gim-thld-CHAT	
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

	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 R	esponse Time	Folder: Chat
Description: The longest amo	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.
Metric name: Max Agent W	lait Time	Folder: Chat
Description: The longest amo 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 amo spent in responding to an agen		the reporting interval, that a customer
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 amount of time that any customer we message.	raited 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 Response Agent Time	Folder:
	Chat
Description: The longest amount of time that elapsed before chat session.	the first agent response to a customer in a
Calculation: The largest value recorded in AG2_CHAT_STATS.FIRST_RESPONSE_AGENT_TIME during the reporting period.	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
Metric name: Max Wait-time in Queue	Folder: Chat
Metric name: Max Wait-time in Queue Description: The longest amount of time (HH:MM:SS) that any	Chat
	Chat
Description: The longest amount of time (HH:MM:SS) that any	Chat
Description: The longest amount of time (HH:MM:SS) that any Calculation:	Chat rinteraction spent in the parking queue.
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type:	Chat Interaction spent in the parking queue. Used in: This metric is not used in any reports.
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type:	Chat / interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder:
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type:	Chat Interaction spent in the parking queue. Used in: This metric is not used in any reports.
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type:	Chat / interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder:
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type: Metric name: Media Session	Chat / interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder:
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type: Metric name: Media Session Description: The total number of media sessions.	Chat / interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder: Chat
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type: Metric name: Media Session Description: The total number of media sessions.	Chat / interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder: Chat Used in:
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type: Metric name: Media Session Description: The total number of media sessions. Calculation: Media type: Data type:	Chat Interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder: Chat Used in: • Async Chat Dashboard • Bot Dashboard
Description: The longest amount of time (HH:MM:SS) that any Calculation: Media type: Data type: Metric type: Metric name: Media Session Description: The total number of media sessions. Calculation: Media type:	Chat Interaction spent in the parking queue. Used in: This metric is not used in any reports. Folder: Chat Used in: • Async Chat Dashboard

		Chat Termination ReportSessions Handled by Bots
Metric name: Messages Fro	om Agent	Folder: Chat
Description: Total number of a	agent messages in all chat sessio	ns within the reporting period.
Calculation:		
Media type:		Used in:
Data type: Metric type:		Chat Session Report
Metric name: Messages Fro	om Agent Size	Folder:
		Chat
-		
	nt messages in all chat sessions v	vithin the reporting period.
Calculation:		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
3,1		
Metric name: Messages Fro	om Bot	Folder:
		Chat
Donasisticas Tabal susabas of l		
•	oot 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:		This metric is not used in any reports.
Metric name: Messages Fro	om Bot Size	Folder:
		Chat
December Tatal size of his to	and a second of the second of	hin the reporting paried
-	messages in all chat sessions with	nin the reporting period.
Calculation:		Used in:
Media type:		
Data type: Metric type:		This metric is not used in any reports.
71.		

Metric name: Messages Fro	om Customer	Folder: Chat
Description: Total number of o	customer messages in all chat se	ssions within the reporting period.
Calculation:		
Media type:		Used in:
Data type: Metric type:		Chat Session Report
Metric name: Messages Fro	om Customer Size	Folder: Chat
Description: Total size of all co	ustomer messages in all chat ses	sions within the reporting period.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Parking Queu Introduced: 9.0.013	ue Duration	Folder: Chat
Introduced: 9.0.013		Chat
Introduced: 9.0.013 Description: The total amount	ue Duration t of time that the interaction spen	Chat
Introduced: 9.0.013 Description: The total amount Calculation:		Chat
Introduced: 9.0.013 Description: The total amount		Chat nt in the parking queue.
Introduced: 9.0.013 Description: The total amount Calculation: Media type: Data type: Metric type:	t of time that the interaction spe	Chat In the parking queue. Used in: This metric is not used in any reports.
Introduced: 9.0.013 Description: The total amount Calculation: Media type: Data type:	t of time that the interaction spe	nt in the parking queue. Used in:
Introduced: 9.0.013 Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Session Ende	t of time that the interaction spen	Chat Int in the parking queue. Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.013 Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Session Ende	t of time that the interaction spen	Chat Int in the parking queue. 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 Calculation: Media type: Data type: Metric type: Metric name: Session Ende Description: The number of in	t of time that the interaction spen	Chat Int in the parking queue. Used in: This metric is not used in any reports. Folder: Chat
Introduced: 9.0.013 Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Session Ender Description: The number of in Calculation:	t of time that the interaction spen	Chat Int in the parking queue. Used in: This metric is not used in any reports. Folder: Chat ENDED_REASON in ['QUIT', 'FORCE']).

Metric name: Session Inactive	Chat
Description: The total number of times that	sessions were 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 reporting period. aka Chats Missed.	d by clients that were not answered by agents during the
Calculation:	Used in:
Media type:	
Data type: Metric type:	Chat Session Report
21	
Metric name: Session Only with Bot	Folder: Chat
Description: The total number of media sess	ions handled by bots, without agent involvement.
Calculation:	Used in:
Media type:	Bot Dashboard
Data type:	Sessions Handled by Bots
Metric type:	Sessions named by Bots
Metric name: Session Time	Folder:
	Chat
Description: The total duration of chat session	ons within the reporting period.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.

Metric name: Session Transference: Description: aka Chats Transference: the reporting period. Calculation: Media type: Data type:		Folder: Chat that were transferred to an agent during Used in: Chat Session Report
Metric type:		Folder:
Metric name: Session with	Bot	Chat
Description: The total number	r 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 D	Due to Other Reasons	Folder:
		Chat
	r of sessions that terminated for a ption by the caller, or inactivity.	any reason other than interruption by the
Calculation: Calculated as ([M Terminated]) - [Agent Terminated]		Used in:
Media type: Data type: Metric type:		Chat Termination Report

Folder: Chat > Agent

Metric name: % Interactions Less Time to Accept Introduced: 9.0.012	Folder: 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-thresho	old 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 accepte configured as the value of the option accepted-duration-threshold	
Calculation: Calculated as the value of the Chat > Agent > Interactions LongTime 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: Abandoned Waiting Time	Folder:
Metric name: Abandoned Waiting Time	Folder: Chat > Agent
Metric name: Abandoned Waiting Time Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.	Chat > Agent
Description: The total amount of time that customers spent w	Chat > Agent aiting for a response in sessions that they
Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent.	Chat > Agent
Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Calculation:	Chat > Agent aiting for a response in sessions that they
Description: The total amount of time that customers spent we eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type:	Chat > Agent aiting 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 we eventually abandoned before connecting to an agent. Calculation: Media type: Data type:	Chat > Agent aiting 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 we eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate	Chat > Agent aiting 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 we eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type:	Chat > Agent aiting 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 we eventually abandoned before connecting to an agent. Calculation: Media type: Data type: Metric type: Metric name: Acceptance Rate	Chat > Agent aiting 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 we 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 to Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent >	Chat > Agent aiting 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 we 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 to the Calculation: Calculated as the value of the Chat > Agent > Offered metric divided by the value of the Chat > Agent > Accepted metric.	Chat > Agent aiting for a response in sessions that they Used in: This metric is not used in any reports. Folder: Chat > Agent Dy an agent. Used in:

Folder: **Metric name: Accepted** Chat > Agent **Description:** Total number of assigned engagements that were accepted by the agents. **Calculation:** Used in: Media type: · Chat Engagement Report Data type: • Interactions Acceptance Report Metric type: Folder: **Metric name: Accepted Unique** Chat > Agent **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: · Asvnc Chat Dashboard Data type: · Chat Agent Stats Metric type: **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:** Used in: Media type: This metric is not used in any reports. Data type: number 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 interactions alerted at the agent's DN before being accepted. **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 Used in: divided by Chat > Agent > Accepted Unique. · Asynchronous Chat Dashboard Media type: Data type: Chat Agent Stats Metric type: Folder: Metric name: Consult Received Engage Time 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:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Folder: Metric name: Consult Received Engage Warm Time 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: Used in: Media type: This metric is not used in any reports. Data type: Metric type: Folder: **Metric name: Consult Received Hold Time** 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.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Time	Folder: 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:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
Metric name: Consult Rece	ived Warm Hold Time	Folder:
rictic name. Consult Rece	ived warm floid fillie	Chat > Agent
distributed or pulled from this of	hat and associated with custome	ons on hold where the interactions were er interactions, the agents were the transferred to or conferenced with the
distributed or pulled from this or recipients of the consultation re	hat and associated with custome	er interactions, the agents were the
distributed or pulled from this c recipients of the consultation re agents.	hat and associated with custome	er interactions, the agents were the
distributed or pulled from this or recipients of the consultation reagents. Calculation:	hat and associated with custome	er interactions, the agents were the re transferred to or conferenced with the
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: Data type:	hat and associated with custome	er interactions, the agents were the re transferred to or conferenced with the Used in:
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: Data type:	that and associated with custome equests, and the interactions wer	er interactions, the agents were the re transferred to or conferenced with the Used in:
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: Data type: Metric type:	that and associated with custome equests, and the interactions wer	used in: This metric is not used in any reports.
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: Data type: Metric type: Metric name: Consult Rece	that and associated with custome equests, and the interactions were equests. The control of the custome equests and the interactions were equests. The custome equests are control of the custome equests.	used in: This metric is not used in any reports. Folder:
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: Data type: Metric type: Metric name: Consult Rece Description: The total amount consultations, including related	ived Warm Time of time that this agent was engaged hold durations, where the collaborations were the collaborations are plus Chat > Agent > ETIME plus Chat > Agent >	Used in: This metric is not used in any reports. Folder: Chat > Agent aged as a recipient in collaborations or
distributed or pulled from this of recipients of the consultation reagents. Calculation: Media type: 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	ived Warm Time of time that this agent was engaged hold durations, where the collaborations were the collaborations are plus Chat > Agent > ETIME plus Chat > Agent >	Used in: This metric is not used in any reports. Folder: Chat > Agent aged as a recipient in collaborations or porations/consultations were associated

Metric type:		
		E.H.
Metric name: Consult Rece	ived Warm Wrap	Folder:
		Chat > Agent
	times consultations that agents re ansferred/conferenced with agent	eceived, for which agents entered ACW
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Consult Rece	ived Warm Wran Time	Folder:
Metric Haine. Consuit Rece	ived warm wrap rime	Chat > Agent
		ate following consultations (distributed
from this queue) that the agent conferenced with the agents.	ts requested and received, and th	ne interactions were transferred to /
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Matria nama Canault Daga	in and Marine	Folder:
Metric name: Consult Rece	eived wrap	Chat > Agent
		Chat > Agent
Description: Total number of t	times entered ACW (Wrap) state f	following accepted simple consultations.
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Consult Rece	ived Wrap Time	Folder:
		Chat > Agent
Description: The total amount consultations.	t of time spent in ACW (Wrap) sta	te following accepted simple
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 joini chat ends.	ng a chat till agent leaves the chat or
Calculation:	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
Matric various Engagement Handle Time	Folder:
Metric name: Engagement Handle Time	Chat > Agent
	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	Hand to
leaves the chat (or the time the chat ends).	Used in:
Media type:	 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:	
Media type:	Used in:
Data type:	Chat Agents Stats
Metric type:	
	Folder:
Metric name: Focus Time	Chat > Agent
	Chat > Agent
Description: The total amount of time the agent (or agents) sp	ent working directly or indirectly on this
media session. This metric excludes dormant time.	and the state of t
Calculation:	Hand to
Media type:	Used in:

· Async Chat Dashboard Data type: · Chat Agent Stats Metric type: • Chat Engagement Report Folder: **Metric name: Hold Time** Chat > Agent **Description:** The total amount of time within the interval that this agent had customer interactions on hold. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: **Metric name: Interactions Less Time to Accept** Folder: **Introduced:** 9.0.012 Chat > Agent **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: Used in: Media type: This metric is not used in any reports. Data type: number Metric type: **Metric name: Interactions Long Time to Accept** Folder: **Introduced:** 9.0.012 Chat > Agent 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:** Used in: Media type: This metric is not used in any reports. Data type: number Metric type: Folder: **Metric name: Max Duration for Accepting Interactions** Chat > Agent

Introduced: 9.0.012		
Description: The longest amou before being accepted.	unt of time (([h]:mm:ss) that any	interaction alerted at the agent's DN
Calculation:		
Media type:		Used in:
Data type: number Metric type:		Interactions Acceptance Report
		E.H.
Metric name: Offered		Folder:
		Chat > Agent
Description: Total number of e	engagements that were offered t	o agents.
Calculation:		
Media type:		Used in:
Data type:		Chat Engagement Report
Metric type:		
Metric type:		
Metric name: Rejected		Folder:
		Folder: Chat > Agent
Metric name: Rejected	engagements that were rejected	Chat > Agent
Metric name: Rejected Description: Total number of e	engagements that were rejected	Chat > Agent
Metric name: Rejected Description: Total number of e	engagements that were rejected	Chat > Agent
Metric name: Rejected Description: Total number of e Calculation: Media type:	engagements that were rejected	Chat > Agent by agents.
Metric name: Rejected Description: Total number of e	engagements that were rejected	Chat > Agent by agents. Used in:
Metric name: Rejected Description: Total number of e Calculation: Media type: Data type:	engagements that were rejected	Chat > Agent by agents. Used in:
Metric name: Rejected Description: Total number of electrons Calculation: Media type: Data type: Metric type:	engagements that were rejected	Chat > Agent by agents. Used in:
Metric name: Rejected Description: Total number of e Calculation: Media type: Data type:	engagements that were rejected	Chat > Agent by agents. Used in: This metric is not used in any reports.
Metric name: Rejected Description: Total number of electrons Calculation: Media type: Data type: Metric type: Metric name: Wrap Time		Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent
Metric name: Rejected Description: Total number of electrons Calculation: Media type: Data type: Metric type: Metric name: Wrap Time	of time that agents spent perfo	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder:
Metric name: Rejected Description: Total number of electrons Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount	of time that agents spent perfo	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent rming after-call work for customer
Metric name: Rejected Description: Total number of et Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount interactions that were distributed	of time that agents spent perfo	Chat > Agent by agents. Used in: This metric is not used in any reports. Folder: Chat > Agent rming after-call work for customer Used in:
Metric name: Rejected Description: Total number of electrons Calculation: Media type: Data type: Metric type: Metric name: Wrap Time Description: The total amount interactions that were distributed Calculation:	of time that agents spent perfo	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 Inte		Folder: Chat > Async
-	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	tion 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 Ager	nt)	Folder: Chat > Async
	mes that customer interactions h	
Description: The number of ti	mes that customer interactions h	Chat > Async nad no activity when the interaction was in
Description: The number of tithe active state and no agents	mes that customer interactions h	Chat > Async
Description: The number of tithe active state and no agents Calculation:	mes that customer interactions h	Chat > Async nad 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 nad no activity when the interaction was in Used in:
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 nad no activity when the interaction was in Used in:
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 nad no activity when the interaction was in Used in: Chat Interaction Stats
Description: The number of tithe active state and no agents Calculation: Media type: Data type: Metric type: Metric name: Idle Time (No	mes that customer interactions havere participating in the chat. • Agent)	Chat > Async and no activity when the interaction was in Used in: Chat Interaction Stats Folder: Chat > Async ons had no activity when the interaction
Description: The number of tithe active state and no agents Calculation: Media type: Data type: Metric type: Metric name: Idle Time (No	mes that customer interactions havere participating in the chat. Agent) t of time that customer interactions have been supported by the chat customer interactions have been supported by the customer interaction in the customer in the customer interaction in the customer in the customer interaction in the customer in the cu	Chat > Async and no activity when the interaction was in Used in: Chat Interaction Stats Folder: Chat > Async ons had no activity when the interaction
Description: The number of tithe 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 a	mes that customer interactions havere participating in the chat. Agent) t of time that customer interactions have been supported by the chat customer interactions have been supported by the customer interaction in the customer in the customer interaction in the customer in the customer interaction in the customer in the cu	Chat > Async nad no activity when the interaction was in Used in: Chat Interaction Stats Folder: Chat > Async ons had no activity when the interaction chat.

Folder: Chat > Thread

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:		
Media type:		This metric is not used in any reports.		
Data type: Metric type:				
Metric name: Average Thre	ead Response Time	Folder:		
Introduced: 9.0.012.01		Chat > Thread		
Description: For served threads, the average amount of time between clients' messages and the subsequent agents' messages.				
Calculation: Calculated as AG2_CHAT_THREAD_STATS.AGE by AG2_CHAT_THREAD_STATS.T		Used in:		
Media type:		This metric is not used in any reports.		
Data type: Metric type:		, ,		
Metric name: Thread Agen	t Messages	Folder:		
Introduced: 9.0.012.01		Chat > Thread		
Description: Total number of agent messages in all threads.				
Calculation:	-			
Media type:		Used in:		
Data type:		This metric is not used in any reports.		
Metric type:				

Metric name: Thread Agent Messages Size	Folder:			
Introduced: 9.0.012.01	Chat > Thread			
	Chat / Thread			
Description: Total size of all agent messages in the thread.				
Calculation:				
Media type:	Used in:			
Data type:	This metric is not used in any reports.			
Metric type:				
Metric name: Thread Customer Messages Folder:				
Introduced: 9.0.012.01	Folder:			
1111 Guaceur 5.0022.02	Chat > Thread			
Description: Total number of customer messages in all thread	S.			
Calculation:	Used in:			
Media type:				
Data type: Metric type:	This metric is not used in any reports.			
Metric name: Thread Customer Messages Size	Folder:			
Metric name: Thread Customer Messages Size Introduced: 9.0.012.01	Folder: Chat > Thread			
	Chat > Thread			
Introduced: 9.0.012.01	Chat > Thread			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread	Chat > Thread			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type:	Chat > Thread			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type:	Chat > Thread Used in:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type:	Chat > Thread Used in:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type:	Chat > Thread Used in:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type:	Chat > Thread Used in: This metric is not used in any reports.			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type: Metric name: Thread Engagements	Chat > Thread Used in: This metric is not used in any reports. Folder:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type: Metric name: Thread Engagements Introduced: 9.0.012.01	Chat > Thread Used in: This metric is not used in any reports. Folder:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type: Metric name: Thread Engagements Introduced: 9.0.012.01 Description: Total number of engagements in all threads.	Chat > Thread Used in: This metric is not used in any reports. Folder:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type: Metric name: Thread Engagements Introduced: 9.0.012.01 Description: Total number of engagements in all threads. Calculation:	Chat > Thread Used in: This metric is not used in any reports. Folder:			
Introduced: 9.0.012.01 Description: Total size of all customer messages in the thread Calculation: Media type: Data type: Metric type: Metric name: Thread Engagements Introduced: 9.0.012.01 Description: Total number of engagements in all threads.	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:	Used in:				
Media type:					
Data type: Metric type:	This metric is not used in any reports.				
Metric name: Thread Response Tim	e 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:	Hand to				
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.				
Metric name: Thread Sessions					
Introduced: 9.0.012.01	Folder: Chat > Thread				
	Description: Total number of sessions in all threads.				
Description: Total number of sessions in	all threads.				
Description: Total number of sessions in Calculation:					
	Used in:				
Calculation:					
Calculation: Media type: Data type:	Used in:				
Calculation: Media type: Data type: Metric type:	Used in: This metric is not used in any reports.				

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