Genesys CX Insights Multicloud Projects Reference Guide

Chat Metrics

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Contents

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

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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
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- Consult Received Wrap Time

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Chat > Async

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- Thread Customer Messages

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

Folder: Chat

Metric name: % Agent Terminated		Folder: Chat
Description: The percentage of sessions that were terminated by the agent.		
Calculation: Calculated based on the Chat > Terminated and Chat > Media Session metrics.		**Used in:**
Media type: **Data type:** **Metric type:**		• Chat Termination Report

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:**
Media type: **Data type:** **Metric type:**		• Chat Termination Report

Metric name: % Interactions Parked **Introduced:** 9.0.013		Folder: Chat
Description: The percentage of interactions that were placed in parking queue, relative to the total number of interactions that were established.		
Calculation: Calculated based on the Chat > Media Session		**Used in:**

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 **Introduced:** 9.0.013	**Folder:** 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 **Introduced:** 9.0.013	**Folder:** 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:	• Chat Termination Report
Data type: **Metric type:**	

	Folder:

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:**
Media type: Data type: Metric type:	• Chat Session Report

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:**
Media type: Data type: Metric type:	• Bot Dashboard • Sessions Handled by Bots

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:**
Media type: Data type: Metric type:	• Chat Session Report

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:**
Media type: Data type: Metric type:	• Bot Dashboard • Sessions Handled by Bots

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: **Data type:** **Metric type:**	**Used in:** 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 **Data type:** **Metric type:** Disposition	**Used in:** 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 **Data type:** **Metric type:**	**Used in:** • Chat Termination Report

Metric name: Agent Wait	Folder: Chat

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.		**Used in:**
Media type: **Data type:** **Metric type:**		• 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.		**Used in:**
Media type: **Data type:** **Metric type:**		• Bot Dashboard • Sessions Handled by Bots

Metric name: Avg Characters per Session typed by Agent	**Folder:** Chat

Description: The average number of characters typed by agents, per session.	

Calculation: Calculated as the value of the Chat > Messages From Agent Size metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Message Statistics Report

Metric name: Avg First Response Agent Time	**Folder:** Chat

Description: The average amount of time, including mediation duration, that elapsed before the first time an agent responded to the customer interaction.	

Calculation: Calculated as the value of the Chat > First Response Agent Time metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Avg Messages Sent By Agent	**Folder:** Chat

Description: The average number of messages sent by agents, per chat session.	

Calculation: Calculated as the value of the Chat > Messages From Agent metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Message Statistics Report

Metric name: Avg Messages Sent By Customer	**Folder:** Chat

Description: The average number of messages sent by callers / customers, per chat session.	

Calculation: Calculated as the value of the Chat > Messages From Customer metric divided by the value of the Chat > Media Sessions metric.	**Used in:**
Media type:	• Chat Message Statistics Report

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:**
Media type:	• Chat Session Report
Data type: **Metric type:**	• Chat Termination Report

Metric name: Bot Session	**Folder:** Chat

Description: TThe total number of parties that participated in a session as bots.

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

Metric name: Customer Responses	**Folder:** Chat

Description: The total number of times a customer responded to an agent.

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

Metric type:		

Metric name: Customer Terminated		Folder:
		Chat

Description: The number of sessions terminated by a customer, per session.		
Calculation:		Used in:
Media type:		
Data type: Metric type:		• 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:		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		

Metric name: Customer Wait Time		Folder:
		Chat

Description: The total amount of time that a customer spent waiting for replies from agents.		
Calculation:		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		

Metric name: Disconnected		Folder:
		Chat

Description: The number of interactions that ended with a disconnection (ENDED_REASON='DISCONNECT').		
Calculation:		Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		

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:**
Data type: **Metric type:**		This metric is not used in any reports.

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:**
Data type: **Metric type:**		This metric is not used in any reports.

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

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:**
Data type: **Metric type:**		This metric is not used in any reports.

Metric name: First Touch Resolution	Folder:
	Chat

Description: The number of advanced chat sessions that were successfully handled in one *touch* — 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:		Used in:
Media type: **Data type:** **Metric type:**		• 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:		Used in:
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats

Metric name: Handle Time	Folder:
	Chat

Description: The total duration of the media session.

Calculation:		Used in:
Media type: **Data type:** **Metric type:**		• 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:		Used in:
Media type: **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 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:		Used in:
Media type: **Data type:** **Metric type:**		• Async Chat Dashboard • Chat Interaction Stats

Metric name: Interactions Parked **Introduced:** 9.0.013.01		Folder: Chat

Description: The number of interactions that were placed in the parking queue and routed during business hours.

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

Metric name: Interactions with Less Queue Time **Introduced:** 9.0.013.01		Folder: Chat

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.

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

Metric name: Interactions with Long Queue Time **Introduced:** 9.0.013.01		Folder: Chat

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.	

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

Metric name: Max Agent Response Time	**Folder:** Chat
Description: The longest amount of time that an agent spent in replying to a customer.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: Max Agent Wait Time	**Folder:** Chat
Description: The longest amount of time, during the reporting interval, that an agent waited for a customer response.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: Max Customer Response Time	**Folder:** Chat
Description: The longest amount of time that elapsed, during the reporting interval, that a customer spent in responding to an agent.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: Max Customer Wait Time	**Folder:** Chat

Description: The longest amount of time that any customer waited for an agent to reply to a chat message.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** 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 the first agent response to a customer in a chat session.	
Calculation: The largest value recorded in AG2_CHAT_STATS.FIRST_RESPONSE_AGENT_TIME during the reporting period.	**Used in:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**	

Metric name: Max Wait-time in Queue	**Folder:** Chat
Description: The longest amount of time (HH:MM:SS) that any interaction spent in the parking queue.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

Metric name: Media Session	**Folder:** Chat
Description: The total number of media sessions.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	• Async Chat Dashboard • Bot Dashboard • Chat Interaction Stats • Chat Session Report

		• 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:** • Chat Session Report
Media type: **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:** This metric is not used in any reports.
Media type: **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:** This metric is not used in any reports.
Media type: **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:** This metric is not used in any reports.
Media type: **Data type:** **Metric type:**		

| Metric name: Messages From Customer | Folder: |
| | Chat |

Description: Total number of customer messages in all chat sessions within the reporting period.

Calculation:

Media type:		Used in:
Data type:		• Chat Session Report
Metric type:		

| Metric name: Messages From Customer Size | Folder: |
| | Chat |

Description: Total size of all customer messages in all chat sessions within the reporting period.

Calculation:

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

| Metric name: Parking Queue Duration | Folder: |
| **Introduced:** 9.0.013 | Chat |

Description: The total amount of time that the interaction spent in the parking queue.

Calculation:

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

| Metric name: Session Ended Normally | Folder: |
| | Chat |

Description: The number of interaction that ended normally (ENDED_REASON in ['QUIT', 'FORCE']).

Calculation:

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

| | Folder: |

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:**		• 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:		
Media type: **Data type:** **Metric type:**		**Used in:** • 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:**		• Bot Dashboard • Sessions Handled by Bots

Metric name: Session Time	**Folder:** Chat

Description: The total duration of chat sessions within the reporting period.

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

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:	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Session Report

Metric name: Session with Bot	Folder: Chat
Description: The total number of media sessions in which bots participated.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	• Bot Dashboard • Sessions Handled by Bots

Metric name: Terminated Due to Other Reasons	Folder: Chat
Description: The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.	
Calculation: Calculated as ([Media Session] - [Customer Terminated]) - [Agent Terminated]) - [Session Inactive])	**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 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.	**Used in:**
Media type: **Data type:** number **Metric type:**	• 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.	**Used in:**
Media type: **Data type:** number **Metric type:**	• 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:	**Used in:**
Media type: **Data type:** **Metric type:**	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.	**Used in:**
Media type: **Data type:** **Metric type:**	• Chat Engagement Report

Metric name: Accepted	Folder:
	Chat > Agent

Description: Total number of assigned engagements that were accepted by the agents.

Calculation:	Used in:
Media type: **Data type:** **Metric type:**	• Chat Engagement Report • Interactions Acceptance Report

Metric name: Accepted Unique	Folder:
	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: **Data type:** **Metric type:**	• 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:	
Media type: **Data type:** number **Metric type:**	**Used in:** 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:**
Media type:	• Interactions Acceptance Report

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:**
Media type: **Data type:** **Metric type:**		• Asynchronous Chat Dashboard • Chat Agent Stats

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

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 conferenced with agents.

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

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

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.		
Calculation: Calculated as the sum of Chat > Agent > Consult Received Engage Time plus Chat > Agent > Consult Received Hold Time.		**Used in:**
Media type:		This metric is not used in any reports.
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.		
Calculation:		**Used in:**
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

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.		
Calculation: Calculated as the sum of Chat > Agent > Consult Received Warm Engage Time plus Chat > Agent > Consult Received Warm Hold Time.		**Used in:**
Media type:		This metric is not used in any reports.
Data type:		

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

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

Metric name: Consult Received Wrap	Folder:
	Chat > Agent

Description: Total number of times entered ACW (Wrap) state following accepted simple consultations.

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

Metric name: Consult Received Wrap Time	Folder:
	Chat > Agent

Description: The total amount of time spent in ACW (Wrap) state following accepted simple consultations.

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

Data type: **Metric type:**	

Metric name: Engage Time	**Folder:** Chat > Agent

Description: Total duration of engagement since an agent joining a chat till agent leaves the chat or chat ends.

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

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).	
Media type: **Data type:** **Metric type:**	**Used in:** • Chat Engagement Report

Metric name: Focus Interval	**Folder:** Chat > Agent

Description: The number of times the agent (or agents) was in focus state on this media session.

Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** • Chat Agents Stats

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:	
Media type:	**Used in:**

Data type: Metric type:		• 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: Data type: Metric type:	**Used in:** This metric is not used in any reports.

Metric name: Interactions Less Time to Accept Introduced: 9.0.012	Folder: 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:	
Media type: Data type: number Metric type:	**Used in:** This metric is not used in any reports.

Metric name: Interactions Long Time to Accept Introduced: 9.0.012	Folder: 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:	
Media type: Data type: number Metric type:	**Used in:** This metric is not used in any reports.

Metric name: Max Duration for Accepting Interactions	Folder: Chat > Agent

Introduced: 9.0.012	

Description: The longest amount of time (([h]:mm:ss) that any interaction alerted at the agent's DN before being accepted.

Calculation:		**Used in:**
Media type:		• Interactions Acceptance Report
Data type: number		
Metric type:		

Metric name: Offered	**Folder:**
	Chat > Agent

Description: Total number of engagements that were offered to agents.

Calculation:		**Used in:**
Media type:		• Chat Engagement Report
Data type:		
Metric type:		

Metric name: Rejected	**Folder:**
	Chat > Agent

Description: Total number of engagements that were rejected by agents.

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

Metric name: Wrap Time	**Folder:**
	Chat > Agent

Description: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this chat.

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

Folder: Chat > Async

Metric name: Dormant Interval	Folder: Chat > Async
Description: The number of times a session entered the dormant state.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	• Async Chat Dashboard • Chat Interaction Stats

Metric name: Dormant Time	Folder: Chat > Async
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: **Data type:** **Metric type:**	• Async Chat Dashboard • Chat Interaction Stats

Metric name: Idle (No Agent)	Folder: Chat > Async
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: **Data type:** **Metric type:**	• Chat Interaction Stats

Metric name: Idle Time (No Agent)	Folder: Chat > Async
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: **Data type:** **Metric type:**	• Async Chat Dashboard • Chat Interaction Stats

Folder: Chat > Thread

Metric name: Average Thread Handle Time	**Folder:**
Introduced: 9.0.012.01	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 Thread 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.AGENT_REPLY_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: Thread Agent Messages	**Folder:**
Introduced: 9.0.012.01	Chat > Thread

Description: Total number of agent messages in all threads.	
Calculation:	**Used in:**
Media type:	This metric is not used in any reports.
Data type: **Metric type:**	

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

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:	

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

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:	

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

Metric name: Thread Sessions	Folder:
Introduced: 9.0.012.01	Chat > Thread

Description: Total number of sessions in all threads.	
Calculation:	

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

Metric name: Threads	Folder:
Introduced: 9.0.012.01	Chat > Thread

Description: Total number of threads started by clients.

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