

# **GENESYS**

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## Genesys CX Insights Multicloud Projects Reference Guide

**Designer Metrics** 

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Metrics that you can use to build IVR-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 Designer folder contains numerous metrics that you can use to build Designer-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.

• Start Date Time Key **Designer > Activity** 

- · % Completed
- · % Incomplete
- Activities
- Activity Duration
- · Avg Activity Duration
- Completed

#### **Designer > Bot**

- · Abandoned in Queue
- · Abandoned in Self Service
- Avg Intent Duration
- Avg Self Service Bot Duration
- Avg Self Service No Bot Duration
- Bot Hits
- Bots
- · Entered Bot in Self Service
- Entered in Self Service
- · Entered No Bot in Self Service
- Failed
- Intent Duration
- Intent Hits
- · Routed to Agent
- · Routed to DN
- · Self Service Bot Duration

- Self Service Duration
- · Self Service No Bot Duration
- Success

#### **Designer > Session**

- · Abandoned in Oueue
- · Assisted Service Duration
- Avg Assisted Service Duration
- Avg Self-Service Duration
- · Avg Session Duration
- · Contained In Self-Service
- · Entered in Assisted Service
- · Entered in Self-Service
- · Routed to Agent
- Routed to DN
- Self-Service Duration
- Session
- Session Duration
- Transferred to Assisted Service

#### **Designer > Session > Detail**

- Call Duration
- Input Count
- Menu Count

#### **Designer > Session Block**

- · Avg Block Duration
- Avg No Input Error
- Avg No Match Error
- Block Duration
- Blocks
- No Input Error
- No Match Error
- Strikeout
- Success

### Designer > Session Milestone

Session

#### **Designer > Survey**

- % Accepted
- Accepted
- Answered
- No Input Error
- No Match Error
- Not Accepted
- Offered
- Responses

### Folder: Designer

Metric name: Start Date Time Key	Folder: Designer
<b>Description:</b> This metric is reserved for internal use to employ the SDR_SESSION_FACT table.	a key for a particular date and time from
Calculation:	Used in:

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

### Folder: Designer > Activity

Tolder. Designer > Activity		
Metric name: % Completed	Folder:	
Introduced: 9.0.013	Designer > Activity	
<b>Description:</b> The percentage of activities that were complete	ted during the reporting interval.	
<b>Calculation:</b> Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	Used in:	
Media type:	Activity Summary Report	
Data type: Metric type: Disposition	Activity Summary Report	
Metric name: % Incomplete	Folder:	
Introduced: 9.0.013	Designer > Activity	
<b>Description:</b> The percentage of activities that were incomp	ete at the end of the reporting interval.	
<b>Calculation:</b> Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	Used in:	
Media type:	Activity Cymmany Danart	
Data type: Metric type: Disposition	Activity Summary Report	
Metric name: Activities		
Introduced: 9.0.013	Folder:	
<b>Introduced.</b> 9.0.013	Designer > Activity	
<b>Description:</b> The total number of activities that began during the reporting interval.		
Calculation:	Used in:	
Media type:		
Data type:	Activity by Final Disposition Report	

Metric type: Disposition Activity Summary Report **Metric name: Activity Duration** Folder: Introduced: 9.0.013 Designer > Activity **Description:** The total amount of time attributed to the activity during the reporting interval. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Disposition **Metric name: Avg Activity Duration** Folder: Introduced: 9.0.013 Designer > Activity **Description:** The average amount of time attributed to activities during the reporting interval. **Calculation:** Calculated based on the Designer > Activity > Activities and Designer > Activity > Activity Duration metrics. Used in: Media type: Activity Summary Report Data type: Metric type: Disposition **Metric name: Completed** Folder: Introduced: 9.0.013 Designer > Activity **Description:** The total number of activities that were completed during the reporting interval. Calculation: Calculated as the sum of all activities during the reporting interval that had the COMPLETED\_FLAG set to y. Used in: Media type: Activity Summary Report Data type: Metric type: Disposition

## Folder: Designer > Bot

Metric name: Abandoned i	n Queue	Folder:
Introduced: 9.0.016		Designer > Bot
<b>Description:</b> The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. If more than one intent is recognized during an SDR session, this count considers only the last intent.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Abandoned i	n Self Service	Folder:
Introduced: 9.0.016		Designer > Bot
<b>Description:</b> The total number of interactions that entered the Self-Service phase of the Designer application and were subsequently abandoned in Self-Service. If more than one intent is recognized during an SDR session, this count considers only the last intent.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Avg Intent D	uration	Folder:
Introduced: 9.0.016		
3.000		Designer > Bot
<b>Description:</b> The average amount of time (in seconds) that elapsed for customer intents to be recognized.		
Calculation: Intent Duration /	Intent Hits	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Avg Self Serv	vice Bot Duration	Folder:
Introduced: 9.0.016		Designer > Bot

<b>Description:</b> The average duration of Self-Service SDR sessi	ons in which bots participated
<b>Calculation:</b> Self Service Bot Duration / Entered Bot in Self Service	Used in:
Media type:	
Data type:	This metric is not used in any reports.
Metric type:	
Metric name: Avg Self Service No Bot Duration	Folder:
Introduced: 9.0.016	Designer > Bot
	2 5519.151
<b>Description:</b> The average duration of Self-Service SDR sessi	on in which no bots participated
<b>Calculation:</b> Self Service No Bot Duration / Entered No Bot in Self Service	Used in:
Media type:	
Data type:	This metric is not used in any reports.
Metric type:	
Metric name: Bot Hits	Folder:
Metric name: Bot Hits Introduced: 9.0.016	Folder:  Designer > Bot
Introduced: 9.0.016	Designer > Bot
	Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is inv	Designer > Bot
<b>Description:</b> The total number of bot sessions. If a bot is invit is counted more than once.	Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation: Media type:	Designer > Bot  oked more than once within an SDR session,
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:	Designer > Bot  Oked more than once within an SDR session,  Used in:
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type:  Data type:	Designer > Bot  Oked more than once within an SDR session,  Used in:
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type:  Data type: Metric type:	Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type:  Data type:	Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type:  Data type: Metric type:	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots Introduced: 9.0.016	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:  Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots Introduced: 9.0.016  Description: The total number of SDR sessions in which Self	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:  Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots Introduced: 9.0.016	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:  Designer > Bot  Service was used.
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots Introduced: 9.0.016  Description: The total number of SDR sessions in which Self	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:  Designer > Bot
Introduced: 9.0.016  Description: The total number of bot sessions. If a bot is invit is counted more than once.  Calculation:  Media type: Data type: Metric type:  Metric name: Bots Introduced: 9.0.016  Description: The total number of SDR sessions in which Self Calculation:	Designer > Bot  Oked more than once within an SDR session,  Used in:  This metric is not used in any reports.  Folder:  Designer > Bot  Service was used.

Metric name: Entered Bot in Self Service Introduced: 9.0.016	Folder:  Designer > Bot
<b>Description:</b> The total number of Self-Service SDR sessions in	which a bot participated.
Calculation:	Used in:
Media type:  Data type:  Metric type:	This metric is not used in any reports.
Metric name: Entered in Self Service	Folder:
Introduced: 9.0.016	Designer > Bot
<b>Description:</b> The total number of SDR sessions in which Self-Se	ervice was used.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Entered No Bot in Self Service Introduced: 9.0.016	Folder:  Designer > Bot
<b>Description:</b> The total number of Self-Service SDR sessions in	which no bot participated.
Calculation: SS_ENTERED - SS_BOTS_ENTERED	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Failed	Folder:
Introduced: 9.0.016	Designer > Bot
<b>Description:</b> The total number of failed bot sessions.	
Calculation:	Used in:
Media type:	This metric is not used in any reports.

Data type: Metric type:	
Metric name: Intent Duration	Folder:
Introduced: 9,0.016	1 0.00.1
	Designer > Bot
<b>Description:</b> The total amount of time (in seconds) that	elapsed for customer intents to be recognized.
Calculation:	
Media type:	Used in:
	This metric is not used in any reports.
Data type: Metric type:	
Metric name: Intent Hits	Folder:
Introduced: 9.0.016	Designer > Bot
	Besigner 2 Boc
<b>Description:</b> The total number of customer intents that than one intent is recognized, each one is counted.	were recognized. In SDR sessions where more
Calculation:	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
Matria was a Basta da Assat	
Metric name: Routed to Agent	Folder:
Introduced: 9.0.016	Designer > Bot
Poscription: The total number of interactions that enter	rod the Solf Service phase of the Designer
<b>Description:</b> The total number of interactions that ente application and were later routed to an agent. If more th	
session, this count considers only the last intent.	
Calculation:	
Media type:	Used in:
Data type:	This metric is not used in any reports.
Metric type:	
Matria name Pouted to DN	Folder:
Metric name: Routed to DN	Folder:  Designer > Bot

**Description:** The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN. If more than one intent is recognized during an SDR session, this count considers only the last intent. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: **Metric name: Self Service Bot Duration** Folder: **Introduced:** 9.0.016 Designer > Bot **Description:** The total duration (in seconds) of all Self-Service SDR sessions in which bots participated. Calculation: Used in: Media type: This metric is not used in any reports. Data type: Metric type: **Metric name: Self Service Duration** Folder: Introduced: 9.0.016 Designer > Bot **Description:** The total duration (in seconds) of all Self-Service SDR sessions. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: **Metric name: Self Service No Bot Duration** Folder: **Introduced: 9.0.016** Designer > Bot **Description:** The total duration (in seconds) of all Self-Service SDR sessions in which no bots participated. Calculation: SS\_DURATION - SS\_BOTS\_DURATION Used in: Media type: This metric is not used in any reports. Data type: Metric type:

Metric name: Success Introduced: 9.0.016		Folder: Designer > Bot
<b>Description:</b> The total number	of successful bot sessions.	
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.

### Folder: Designer > Session

Metric name: Abandoned in Queue Introduced: 9.0.013	Folder:  Designer > Session	
<b>Description:</b> The total number of interactions that ente application, requested Assisted-Service, and were subset		
Calculation:  Media type:  Data type: Metric type:	<ul><li>Used in:</li><li>Self-Service Statistics Report</li></ul>	
Metric name: Assisted Service Duration	Folder:  Designer > Session	
<b>Description:</b> The total amount of time attributed to the Assisted-Service phase of the Designer application.		
Calculation:  Media type:  Data type: Metric type:	<ul><li>Used in:</li><li>Application Duration Report</li></ul>	

<b>Description:</b> The average among Designer application.	ount of time that callers spent in	the Assisted-Service phase of the
<b>Calculation:</b> Calculated based Assisted Service Duration metr	on the value of the Designer > ic.	Used in:
Media type:		Application Duration Report
Data type: Metric type:		
Metric name: Avg Self-Serv	vice Duration	Folder:
		Designer > Session
<b>Description:</b> The average among application.	ount of time that callers spent in	the Self-Service phase of the Designer
<b>Calculation:</b> Calculated based Self-Service Duration metric.	l on the value of the Designer >	Used in:
Media type:		Application Duration Report
Data type: Metric type:		
Faldon		
		Foldor
Metric name: Avg Session	Duration	Folder:  Designer > Session
	ount of time attributed to either t	
<b>Description:</b> The average amoservice phase of the Designer	ount of time attributed to either t	Designer > Session
<b>Description:</b> The average ame Service phase of the Designer of <b>Calculation:</b> Calculated based	ount of time attributed to either t application.	Designer > Session  the Self-Service phase or the Assisted-
<b>Description:</b> The average amount Service phase of the Designer of Calculation: Calculated based Session Duration metric.	ount of time attributed to either t application.	Designer > Session  the Self-Service phase or the Assisted-  Used in:
Description: The average amoservice phase of the Designer of Calculation: Calculated based Session Duration metric.  Media type: Data type: Metric type:	ount of time attributed to either tapplication.  I on the value of the Designer >	Designer > Session  the Self-Service phase or the Assisted-  Used in:
Description: The average amoservice phase of the Designer and Calculation: Calculated based Session Duration metric.  Media type: Data type: Metric type:  Metric name: Contained In	ount of time attributed to either tapplication.  I on the value of the Designer >	Designer > Session  the Self-Service phase or the Assisted-  Used in:
Description: The average amoservice phase of the Designer of Calculation: Calculated based Session Duration metric.  Media type: Data type: Metric type:	ount of time attributed to either tapplication.  I on the value of the Designer >	Designer > Session  the Self-Service phase or the Assisted-  Used in:  • Application Duration Report
Description: The average ame Service phase of the Designer of Calculation: Calculated based Session Duration metric.  Media type: Data type: Metric type:  Metric name: Contained In Introduced: 9.0.013	ount of time attributed to either tapplication.  I on the value of the Designer >  Self-Service  r of interactions that entered the	Designer > Session  the Self-Service phase or the Assisted-  Used in:  • Application Duration Report  Folder:
Description: The average amoservice phase of the Designer of Calculation: Calculated based Session Duration metric.  Media type: Data type: Metric type:  Metric name: Contained In Introduced: 9.0.013  Description: The total number were concluded without entering Calculation:	ount of time attributed to either tapplication.  I on the value of the Designer >  Self-Service  r of interactions that entered the	Designer > Session  the Self-Service phase or the Assisted-  Used in:  • Application Duration Report  Folder:  Designer > Session
Description: The average amoservice phase of the Designer and Service phase of the Designer and Session Duration metric.  Media type: Data type: Metric type:  Metric name: Contained In Introduced: 9.0.013  Description: The total number were concluded without entering	ount of time attributed to either tapplication.  I on the value of the Designer >  Self-Service  r of interactions that entered the	Designer > Session  the Self-Service phase or the Assisted-  Used in:

Metric type:		
Metric name: Entered in Assisted Service	Folder:	
Introduced: 9.0.013		
niti oddcedi. 5.0.015	Designer > Session	
<b>Description:</b> The total number of interactions that entered the during the reporting interval.	Designer application in Assisted-Service	
Calculation:		
Media type:	Used in:	
	Self-Service Statistics Report	
Data type: Metric type:		
Metric name: Entered in Self-Service	Folder:	
Introduced: 9.0.013		
Introduced 5.0.015	Designer > Session	
<b>Description:</b> The total number of interactions that entered the during the reporting interval.	Designer application in Self-Service	
Calculation:		
Media type:	Used in:	
	Self-Service Statistics Report	
Data type: Metric type:	- Self-Service Statistics Report	
Metric name: Routed to Agent	Folder:	
Introduced: 9.0.013		
introduced: 5.0.013	Designer > Session	
<b>Description:</b> The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent during the reporting interval.		
Calculation:		
Media type:	Used in:	
	Self-Service Statistics Report	
Data type: Metric type:	Self-Service Statistics Report	
Metric name: Routed to DN	Foldow	
	Folder:	
Introduced: 9.0.013	Designer > Session	

<b>Description:</b> The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN during the reporting interval.		
Calculation:	Headin	
Media type:	Used in:	
Data type: Metric type:	Self-Service Statistics Report	
Metric name: Self-Service Duration	Folder:	
	Designer > Session	
<b>Description:</b> The total amount of time attributed to the Self-Se	ervice phase of the Designer application.	
Calculation:		
Media type:	Used in:	
Data type: Metric type:	Application Duration Report	
Metric name: Session	Folder:	
	Designer > Session	
<b>Description:</b> The total number of times that a caller interacted	l with the application.	
Calculation:	Used in:	
Marking Arman	Application Duration Report	
Media type:		
Data type: Metric type:	Application Summary Report	
··	Milestone Summary Report	
	E. D.	
Metric name: Session Duration	Folder:	
	Designer > Session	
<b>Description:</b> The total amount of time attributed to either the phase of the Designer application.	Self-Service phase or the Assisted-Service	
Calculation:		
Media type:	Used in:	
Data type:	Application Duration Report	
AG2_SDR_SESSION_*.DURATION Metric type:		
	Foldow	
Metric name: Transferred to Assisted Service	Folder:	
Introduced: 9.0.013	Designer > Session	

	r of interactions that were transfe Designer application during the re	erred from the Self-Service phase of the eporting interval.
Calculation:		Used in:
Media type: Data type: Metric type:		Assisted Service Interactions by Last Milestone Report

## Folder: Designer > Session > Detail

Metric name: Call Duration	Folder:  Designer > Session > Detail
<b>Description:</b> The total amount of time spent in each call.	
<b>Calculation:</b> Calculated as the difference between SDR_SESSION_FACT.END_TS_MS and SDR_SESSION_FACT.START_TS_MS.	Used in:
Media type:	This metric is not used in any reports.
Data type: Metric type:	
	Folder:
Metric name: Input Count	Designer > Session > Detail
<b>Description:</b> The total count of instances where the caller's i	nput was heard or received.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Menu Count	Folder:
	Designer > Session > Detail
<b>Description:</b> The number of menu blocks the caller encounted	ered during the session.
Calculation:	Used in:
Media type:	osca IIII

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

### Folder: Designer > Session Block

Metric name: Avg Block Duration		Folder:  Designer > Session Block	
<b>Description:</b> The average amo	ount of time spent in each block.		
<b>Calculation:</b> Calculated based Block Duration metric.	on the value of the Designer >	Used in:	
Media type:		Blocks Summary Report	
Data type: Metric type:		Blocks Sulfilliary Report	
	_	Folder:	
Metric name: Avg No Input	Error	Designer > Session Block	
		Designer > Session block	
<b>Description:</b> The average num	nber of No Input errors encounter	red in each block.	
Calculation: Calculated based No Input Error metric.	on the value of the Designer >	Used in:	
Media type:		DI I G	
Data type: Metric type:		Blocks Summary Report	
Metric name: Avg No Matc	h Error	Folder:	
		Designer > Session Block	
<b>Description:</b> The average number of No Match errors encountered in each block.			
	on the value of the Designer >		
No Match Error metric.	,	Used in:	
Media type:		Blocks Summary Report	
Data type:		Blocks Sulfilliary Report	
Metric type:			
Metric name: Block Duration		Folder:	

	Designer > Session Block		
<b>Description:</b> The total amount of time spent in each blo	ock.		
Calculation:			
Media type:	Used in:		
Data type:	This metric is not used in any reports.		
Metric type:			
Metric name: Blocks	Folder:		
Metric Haille, Blocks	Designer > Session Block		
<b>Description:</b> The total number of hits to a given block. A	A session can hit a block more than once.		
Calculation:	Hand Inc.		
Media type:	Used in:		
Data type:	Blocks Summary Report		
Metric type:			
Metric name: No Input Error	Folder:		
	Designer > Session Block		
<b>Description:</b> The total number of times that a No Input	error was encountered in each block.		
Calculation:	Used in:		
Media type:			
Data type:	Blocks Summary Report		
Metric type:			
Metric name: No Match Error	Folder:		
	Designer > Session Block		
<b>Description:</b> The total number of times that a No Match error was encountered in each block.			
Calculation:	Used in:		
Media type:			
Data type: Metric type:	Blocks Summary Report		
Field type.			
Metric name: Strikeout	Folder:		
	Designer > Session Block		
<b>Description:</b> The total number of times that the maximum number of retries (for No Input or No Match)			

was reached.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		Blocks Summary Report
Metric name: Success		Folder:
		Designer > Session Block
<b>Description:</b> The total number of sessions, during the reporting interval, wherein the customer input matched a menu option.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.

### Folder: Designer > Session Milestone

Metric name: Session		Folder:  Designer > Session Milestone
<b>Description:</b> The total number	of times that a caller interacted	with the application.
Calculation:		Used in:
Media type:  Data type:  Metric type:		<ul><li>Application Duration Report</li><li>Application Summary Report</li><li>Milestone Summary Report</li></ul>

### Folder: Designer > Survey

Metric name: % Accepted	Folder:
	Designer > Survey

Description: The percentage of customers who were offered the opportunity to complete a survey, who subsequently accepted the offer.

Calculation: Calculated based on the value of the Designer > Accepted (Agent > Activity > Accepted) metric.

Media type:

Data type:
Metric type:

Data type:
Metric type:

# Metric name: Accepted Folder: Designer > Survey

**Description:** The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity \Responses.

Calculation:	Used in:
	Agent Activity
	Agent Conduct Report
	<ul> <li>Agent Group Business Attribute Report</li> </ul>
	<ul> <li>Agent Group Interaction handling Report</li> </ul>
	Agent Interval Based Report
	Agent Performance Dashboard
Media type: All	Agent Report
Data type: Number	Agent Social Engagement Report
Metric type: Disposition	Agent Task Dashboard
	Agent Utilization Email Report
	Agent Utilization Report
	Predictive Routing Agent Dashboard
	<ul> <li>Predictive Routing Agent Occupancy Report (Active Time &amp; Predictive)</li> </ul>
	Survey Statistics Report
	Task Routing Agent Activity
	Task Routing Agent Group Activity

Metric name: Answered		Folder: Designer > Survey	
<b>Description:</b> The total numbe	r of customer interactions that we	ere answered by a handling resource.	
Calculation:			
Media type:		Used in:	
Data type: Metric type:		This metric is not used in any reports.	
		Folder:	
Metric name: No Input Erro	or	Designer > Survey	
		Designer > Survey	
		application expected a response from a period (if a timeout period is configured).	
Calculation:		Used in:	
Media type:		used in:	
Data type: Metric type:		Survey Statistics Report	
Metric name: No Match Err	or	Folder:	
		Designer > Survey	
<b>Description:</b> No Match (NM). response to a survey.	Γhe total number of times that the	e customer entered an unexpected	
For example, if the application expects NM error.	an answers in the range of 1 to 4, and th	e customer selects 6, the event is recorded as an	
Calculation			
Calculation:			
Media type:		Used in:	
	R	<ul><li>Used in:</li><li>Survey Statistics Report</li></ul>	
Media type:  Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERRO	R	Survey Statistics Report	
Media type:  Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERRO			
Media type:  Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERROR Metric type:  Metric name: Not Accepted  Description: The number of ti	mes, within the reporting interva	Survey Statistics Report  Folder:	
Media type:  Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERROR Metric type:  Metric name: Not Accepted  Description: The number of ti opportunity to complete a surv minus Survey Accepted.	mes, within the reporting interva ey, and subsequently declined the e difference between the values	• Survey Statistics Report  Folder:  Designer > Survey  I, that customers were offered the	

Data type: Metric type:         Folder: Designer > Survey           Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).           The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGENT, QUEUP records, this metric relies on the value of the short-abandoned threshold as configured in the larger-gim-thid-ID-IXNI) section.           Calculation:         Used in:			
Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).  The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the lagg-gim-thid-ID-IXN] section.  Calculation:  Used in:  Agent Activity  Agent Activity  Agent Performance Dashboard  Agent Report  Agent Utilization Email Report  Agent Utilization Email Report  Predictive Routing Agent Dashboard  Predictive Routing Agent Dashboard  Predictive Routing Agent Occupancy Report (Active Time and Predictive)  Supervisor Dashboard  Task Routing Agent Activity  Task Routing Agent Group Activity  Metric name: Responses  Folder:  Designer > Survey  Description: The definition of this metric depends on the media type:  For voice and chat media, the total number of customer interactions that were accepted by handling resources.  For email, the total number times that handling resources (agents) created outbound replies that			
Agent reporting), or agents who belong to this agent group (for Agent Group reporting).  The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the lagg-glm-thid-ID-IXN] section.  Calculation:  Used in:  Agent Activity  Agent Interaction Hierarchy Report  Agent Report  Agent Performance Dashboard  Agent Report  Agent Utilization Email Report  Agent Utilization Email Report  Predictive Routing Agent Dashboard  Predictive Routing Agent Dashboard  Predictive Routing Agent Occupancy Report (Active Time and Predictive)  Supervisor Dashboard  Task Routing Agent Activity  Task Routing Agent Activity  Task Routing Agent Group Activity  Metric name: Responses  Folder:  Designer > Survey  Description: The definition of this metric depends on the media type:  For email, the total number times that handling resources (agents) created outbound replies that	Metric name: Offered		
consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the lagg-glm-thid-ID-IXN] section.    Vised in:   Agent Activity     Agent Interaction Hierarchy Report     Agent Performance Dashboard     Agent Report     Agent Task Dashboard     Agent Utilization Email Report     Agent Utilization Report     Predictive Routing Agent Dashboard     Predictive Routing Agent Occupancy Report (Active Time and Predictive)     Supervisor Dashboard     Task Routing Agent Activity     Task Routing Agent Group Activity     Task Routing Agent Group Activity     Description: The definition of this metric depends on the media type:   For voice and chat media, the total number of customer interactions that were accepted by handling resources.			
Pagent Activity Agent Interaction Hierarchy Report Agent Performance Dashboard Agent Report Agent Report Agent Task Dashboard Agent Utilization Email Report Agent Utilization Report Agent Utilization Report Predictive Routing Agent Dashboard Predictive Routing Agent Occupancy Report (Active Time and Predictive) Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity  Metric name: Responses  Folder: Designer > Survey  Description: The definition of this metric depends on the media type:  For voice and chat media, the total number of customer interactions that were accepted by handling resources. For email, the total number times that handling resources (agents) created outbound replies that	consultations and conferences that the received. For AGT_AGENT_QUEUE recoi	agent received. This count excludes simple	ple consultations, whether they were initiated or
<ul> <li>Agent Interaction Hierarchy Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Task Dashboard</li> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Agent Utilization Report</li> <li>Predictive Routing Agent Dashboard</li> <li>Predictive Routing Agent Occupancy Report (Active Time and Predictive)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> </ul> Metric name: Responses Folder: Designer > Survey Description: The definition of this metric depends on the media type: <ul> <li>For voice and chat media, the total number of customer interactions that were accepted by handling resources.</li> <li>For email, the total number times that handling resources (agents) created outbound replies that</li> </ul>	Calculation:		Used in:
Designer > Survey  Por voice and chat media, the total number of customer interactions that were accepted by handling resources.  For email, the total number times that handling resources (agents) created outbound replies that	Data type: Number		<ul> <li>Agent Interaction Hierarchy Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Task Dashboard</li> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Predictive Routing Agent Dashboard</li> <li>Predictive Routing Agent Occupancy Report (Active Time and Predictive)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Activity</li> </ul>
<ul> <li>For voice and chat media, the total number of customer interactions that were accepted by handling resources.</li> <li>For email, the total number times that handling resources (agents) created outbound replies that</li> </ul>	Metric name: Responses		
resources.  • For email, the total number times that handling resources (agents) created outbound replies that	<b>Description:</b> The definition of this metric depends on the media type:		
value reflects each reply.	<ul> <li>For email, the total number times that handling resources (agents) created outbound replies that might or might not have been sent. One handling resource can create multiple replies; this metric's</li> </ul>		
	Calculation:		Used in:
	Calculation: Media type:		Used in:

Data type: Metric type:	Survey A	nswer Report