Genesys CX Insights Multicloud Projects Reference Guide

Designer Metrics

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

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> **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.

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Folder: Designer

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

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

Folder: Designer > Activity

Metric name: % Completed	Folder:
Introduced: 9.0.013	Designer > Activity

Description: The percentage of activities that were completed during the reporting interval.	
Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	**Used in:**
Media type:	• Activity Summary Report
Data type: **Metric type:** Disposition	

Metric name: % Incomplete	Folder:
Introduced: 9.0.013	Designer > Activity

Description: The percentage of activities that were incomplete at the end of the reporting interval.	
Calculation: Calculated based on the Designer > Activity > Activities, and Designer > Activity > Completed metrics.	**Used in:**
Media type:	• Activity Summary Report
Data type: **Metric type:** Disposition	

Metric name: Activities	Folder:
Introduced: 9.0.013	Designer > Activity

Description: The total number of activities that began during the reporting interval.	
Calculation:	**Used in:**
Media type:	• Activity by Final Disposition Report
Data type:	

Metric type: Disposition		• Activity Summary Report

Metric name: Activity Duration **Introduced:** 9.0.013	**Folder:** Designer > Activity

Description: The total amount of time attributed to the activity during the reporting interval.	
Calculation:	
Media type: **Data type:** **Metric type:** Disposition	**Used in:** This metric is not used in any reports.

Metric name: Avg Activity Duration **Introduced:** 9.0.013	**Folder:** 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: **Data type:** **Metric type:** Disposition	• Activity Summary Report

Metric name: Completed **Introduced:** 9.0.013	**Folder:** 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: **Data type:** **Metric type:** Disposition	• Activity Summary Report

Folder: Designer > Bot

Metric name: Abandoned in Queue	**Folder:**
Introduced: 9.0.016	Designer > Bot

Description: 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 in Self Service	**Folder:**
Introduced: 9.0.016	Designer > Bot

Description: 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 Duration	**Folder:**
Introduced: 9.0.016	Designer > Bot

Description: 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 Service Bot Duration	**Folder:**
Introduced: 9.0.016	Designer > Bot

Description: The average duration of Self-Service SDR sessions in which bots participated

Calculation: Self Service Bot Duration / Entered Bot in Self Service		Used in:
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

Metric name: Avg Self Service No Bot Duration	Folder:
Introduced: 9.0.016	Designer > Bot

Description: The average duration of Self-Service SDR session in which no bots participated

Calculation: Self Service No Bot Duration / Entered No Bot in Self Service		Used in:
Media type:		This metric is not used in any reports.
Data type: **Metric type:**		

Metric name: Bot Hits	Folder:
Introduced: 9.0.016	Designer > Bot

Description: The total number of bot sessions. If a bot is invoked more than once within an SDR session, it is counted more than once.

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

Metric name: Bots	Folder:
Introduced: 9.0.016	Designer > Bot

Description: The total number of SDR sessions in which Self-Service was used.

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

Metric name: Entered Bot in Self Service	Folder:
Introduced: 9.0.016	Designer > Bot

Description: The total number of Self-Service SDR sessions in which a bot participated.	
Calculation:	

Media type:	**Used in:**
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

Description: The total number of SDR sessions in which Self-Service 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	Folder:
Introduced: 9.0.016	Designer > Bot

Description: 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

Description: 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 Introduced: 9.0.016		Folder: Designer > Bot
Description: The total amount of time (in seconds) that elapsed for customer intents to be recognized.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.

Metric name: Intent Hits Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of customer intents that were recognized. In SDR sessions where more than one intent is recognized, each one is counted.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.

Metric name: Routed to Agent Introduced: 9.0.016		Folder: Designer > Bot
Description: The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent. If more than one intent is recognized during an SDR session, this count considers only the last intent.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.

Metric name: Routed to DN Introduced: 9.0.016		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:	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

Metric name: Self Service Bot Duration **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.	
Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

Metric name: Self Service Duration **Introduced:** 9.0.016	**Folder:** Designer > Bot
Description: The total duration (in seconds) of all Self-Service SDR sessions.	
Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

Metric name: Self Service No Bot Duration **Introduced:** 9.0.016	**Folder:** 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	
Media type:	**Used in:**
Data type: **Metric type:**	This metric is not used in any reports.

Metric name: Success	Folder:
Introduced: 9.0.016	Designer > Bot

Description: The total number of successful bot sessions.

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

Folder: Designer > Session

Metric name: Abandoned in Queue	Folder:
Introduced: 9.0.013	Designer > Session

Description: 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.

Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** • Self-Service Statistics Report

Metric name: Assisted Service Duration	Folder:
	Designer > Session

Description: The total amount of time attributed to the Assisted-Service phase of the Designer application.

Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** • Application Duration Report

Metric name: Avg Assisted Service Duration	Folder:
Introduced: 9.0.013	Designer > Session

Description: The average amount of time that callers spent in the Assisted-Service phase of the Designer application.	
Calculation: Calculated based on the value of the Designer > Assisted Service Duration metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report

Metric name: Avg Self-Service Duration	**Folder:** Designer > Session
Description: The average amount of time that callers spent in the Self-Service phase of the Designer application.	
Calculation: Calculated based on the value of the Designer > Self-Service Duration metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report

Metric name: Avg Session Duration	**Folder:** Designer > Session
Description: The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.	
Calculation: Calculated based on the value of the Designer > Session Duration metric.	**Used in:**
Media type: **Data type:** **Metric type:**	• Application Duration Report

Metric name: Contained In Self-Service **Introduced:** 9.0.013	**Folder:** Designer > Session
Description: The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.	
Calculation:	**Used in:**
Media type: **Data type:**	• Self-Service Statistics Report

Metric type:		

Metric name: Entered in Assisted Service	Folder:
Introduced: 9.0.013	Designer > Session

Description: The total number of interactions that entered the Designer application in Assisted-Service during the reporting interval.

Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		• Self-Service Statistics Report

Metric name: Entered in Self-Service	Folder:
Introduced: 9.0.013	Designer > Session

Description: The total number of interactions that entered the Designer application in Self-Service during the reporting interval.

Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		• Self-Service Statistics Report

Metric name: Routed to Agent	Folder:
Introduced: 9.0.013	Designer > Session

Description: 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:**
Data type: **Metric type:**		• Self-Service Statistics Report

Metric name: Routed to DN	Folder:
Introduced: 9.0.013	Designer > Session

Description: 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:		
Media type:		**Used in:**
		• Self-Service Statistics Report
Data type:		
Metric type:		

Metric name: Self-Service Duration	**Folder:**
	Designer > Session

Description: The total amount of time attributed to the Self-Service phase of the Designer application.

Calculation:		
Media type:		**Used in:**
		• Application Duration Report
Data type:		
Metric type:		

Metric name: Session	**Folder:**
	Designer > Session

Description: The total number of times that a caller interacted with the application.

Calculation:		
		Used in:
Media type:		• Application Duration Report
		• Application Summary Report
Data type:		
Metric type:		• Milestone Summary Report

Metric name: Session Duration	**Folder:**
	Designer > Session

Description: The total amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.

Calculation:		
Media type:		**Used in:**
		• Application Duration Report
Data type:		
AG2_SDR_SESSION_*.DURATION		
Metric type:		

Metric name: Transferred to Assisted Service	**Folder:**
Introduced: 9.0.013	Designer > Session

Description: The total number of interactions that were transferred from the Self-Service phase of the Assisted-Service phase of the Designer application during the reporting 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
Description: The total amount of time spent in each call.	
Calculation: Calculated as the difference between SDR_SESSION_FACT.END_TS_MS and SDR_SESSION_FACT.START_TS_MS.	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Input Count	**Folder:** Designer > Session > Detail
Description: The total count of instances where the caller's input was heard or received.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Menu Count	**Folder:** Designer > Session > Detail
Description: The number of menu blocks the caller encountered during the session.	
Calculation:	**Used in:**
Media type:	

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
Description: The average amount of time spent in each block.	
Calculation: Calculated based on the value of the Designer > Block Duration metric.	**Used in:**
Media type: Data type: Metric type:	• Blocks Summary Report

Metric name: Avg No Input Error	Folder: Designer > Session Block
Description: The average number of No Input errors encountered in each block.	
Calculation: Calculated based on the value of the Designer > No Input Error metric.	**Used in:**
Media type: Data type: Metric type:	• Blocks Summary Report

Metric name: Avg No Match Error	Folder: Designer > Session Block
Description: The average number of No Match errors encountered in each block.	
Calculation: Calculated based on the value of the Designer > No Match Error metric.	**Used in:**
Media type: Data type: Metric type:	• Blocks Summary Report

Metric name: Block Duration	Folder:

	Designer > Session Block
Description: The total amount of time spent in each block.	

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

Metric name: Blocks	**Folder:** Designer > Session Block
Description: The total number of hits to a given block. A session can hit a block more than once.	

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Blocks Summary Report

Metric name: No Input Error	**Folder:** Designer > Session Block
Description: The total number of times that a No Input error was encountered in each block.	

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Blocks Summary Report

Metric name: No Match Error	**Folder:** Designer > Session Block
Description: The total number of times that a No Match error was encountered in each block.	

Calculation:	
Media type:	**Used in:**
Data type: **Metric type:**	• Blocks Summary Report

Metric name: Strikeout	**Folder:** Designer > Session Block
Description: The total number of times that the maximum number of retries (for No Input or No Match)	

was reached.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	• Blocks Summary Report

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

Folder: Designer > Session Milestone

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

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.	**Used in:**
Media type: **Data type:** **Metric type:**	• Survey Statistics Report

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:**
Media type: All **Data type:** Number **Metric type:** Disposition		• Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction handling Report • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Social Engagement Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time & Predictive) • Survey Statistics Report • Task Routing Agent Activity • Task Routing Agent Group Activity

Metric name: Answered	Folder:
	Designer > Survey

Description: The total number of customer interactions that were answered by a handling resource.

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

Metric name: No Input Error	Folder:
	Designer > Survey

Description: No Input (NI). The total number of times that the application expected a response from a customer, but did not receive one within the configured timeout period (if a timeout period is configured).

Calculation:		
Media type:		**Used in:**
Data type: **Metric type:**		• Survey Statistics Report

Metric name: No Match Error	Folder:
	Designer > Survey

Description: No Match (NM). The total number of times that the customer entered an unexpected response to a survey.

For example, if the application expects an answers in the range of 1 to 4, and the customer selects 6, the event is recorded as an NM error.

Calculation:		
Media type:		**Used in:**
Data type: AG2_SDR_SURVEY_*.NO_MATCH_ERROR **Metric type:**		• Survey Statistics Report

Metric name: Not Accepted	Folder:
	Designer > Survey

Description: The number of times, within the reporting interval, that customers were offered the opportunity to complete a survey, and subsequently declined the offer. Calculated as Survey Offered minus Survey Accepted.

Calculation: Calculated as the difference between the values of the Designer > Offered and Designer > Accepted metrics.	Used in:
Media type:	• Survey Statistics Report

Data type: **Metric type:**		

Metric name: Offered	**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 AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Disposition	• 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

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 might or might not have been sent. One handling resource can create multiple replies; this metric's value reflects each reply.

Calculation:	**Used in:**
Media type:	

Data type: Metric type:		• Survey Answer Report