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

Important

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

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

Designer

- 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 Queue
- 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
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:		
Data type:		This metric is not used in any reports.
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: Data type: Metric type: Disposition	<ul style="list-style-type: none"> Activity Summary Report
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: Data type: Metric type: Disposition	<ul style="list-style-type: none"> Activity Summary Report
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: Data type:	<ul style="list-style-type: none"> Activity by Final Disposition Report

Metric type: Disposition		<ul style="list-style-type: none"> Activity Summary Report
Metric name: Activity Duration		Folder: Designer > Activity
Introduced: 9.0.013		
Description: The total amount of time attributed to the activity during the reporting interval.		
Calculation:		
Media type:		Used in:
Data type:		This metric is not used in any reports.
Metric type: Disposition		
Metric name: Avg Activity Duration		Folder: Designer > Activity
Introduced: 9.0.013		
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:		<ul style="list-style-type: none"> Activity Summary Report
Data type:		
Metric type: Disposition		
Metric name: Completed		Folder: Designer > Activity
Introduced: 9.0.013		
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:		<ul style="list-style-type: none"> Activity Summary Report
Data type:		
Metric type: Disposition		

Folder: Designer > Bot

Metric name: Abandoned in Queue	Folder: Designer > Bot
Introduced: 9.0.016	
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:	Used in: This metric is not used in any reports.
Media type:	
Data type: Metric type:	
Metric name: Abandoned in Self Service	Folder: Designer > Bot
Introduced: 9.0.016	
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:	Used in: This metric is not used in any reports.
Media type:	
Data type: Metric type:	
Metric name: Avg Intent Duration	Folder: Designer > Bot
Introduced: 9.0.016	
Description: The average amount of time (in seconds) that elapsed for customer intents to be recognized.	
Calculation: Intent Duration / Intent Hits	Used in: This metric is not used in any reports.
Media type:	
Data type: Metric type:	
Metric name: Avg Self Service Bot Duration	Folder: Designer > Bot
Introduced: 9.0.016	

<p>Description: The average duration of Self-Service SDR sessions in which bots participated</p> <p>Calculation: Self Service Bot Duration / Entered Bot in Self Service</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>
<p>Metric name: Avg Self Service No Bot Duration</p> <p>Introduced: 9.0.016</p>		<p>Folder:</p> <p>Designer > Bot</p>
<p>Description: The average duration of Self-Service SDR session in which no bots participated</p> <p>Calculation: Self Service No Bot Duration / Entered No Bot in Self Service</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>
<p>Metric name: Bot Hits</p> <p>Introduced: 9.0.016</p>		<p>Folder:</p> <p>Designer > Bot</p>
<p>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.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>
<p>Metric name: Bots</p> <p>Introduced: 9.0.016</p>		<p>Folder:</p> <p>Designer > Bot</p>
<p>Description: The total number of SDR sessions in which Self-Service was used.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>

Metric name: Entered Bot in Self Service Introduced: 9.0.016	Folder: Designer > Bot
Description: 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 Introduced: 9.0.016	
Description: The total number of SDR sessions in which Self-Service was used.	
Calculation:	Used in:
Media type: Data type: Metric type:	This metric is not used in any reports.
Metric name: Entered No Bot in Self Service Introduced: 9.0.016	
Description: The total number of Self-Service SDR sessions in which no bot participated.	
Calculation: SS_ENTERED - SS_BOTS_ENTERED	Used in:
Media type: Data type: Metric type:	This metric is not used in any reports.
Metric name: Failed Introduced: 9.0.016	
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	Folder: Designer > Bot	
Introduced: 9.0.016		
Description: 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: Designer > Bot	
Introduced: 9.0.016		
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:		Used in: This metric is not used in any reports.
Data type: Metric type:		
Metric name: Routed to Agent	Folder: Designer > Bot	
Introduced: 9.0.016		
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:		Used in: This metric is not used in any reports.
Data type: Metric type:		
Metric name: Routed to DN	Folder: Designer > Bot	
Introduced: 9.0.016		

<p>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.</p> <p>Calculation:</p> <table> <tr> <td>Media type:</td><td>Used in:</td></tr> <tr> <td>Data type:</td><td>This metric is not used in any reports.</td></tr> <tr> <td>Metric type:</td><td></td></tr> </table>		Media type:	Used in:	Data type:	This metric is not used in any reports.	Metric type:	
Media type:	Used in:						
Data type:	This metric is not used in any reports.						
Metric type:							
<p>Metric name: Self Service Bot Duration</p> <p>Introduced: 9.0.016</p> <p>Description: The total duration (in seconds) of all Self-Service SDR sessions in which bots participated.</p> <p>Calculation:</p> <table> <tr> <td>Media type:</td><td>Used in:</td></tr> <tr> <td>Data type:</td><td>This metric is not used in any reports.</td></tr> <tr> <td>Metric type:</td><td></td></tr> </table>		Media type:	Used in:	Data type:	This metric is not used in any reports.	Metric type:	
Media type:	Used in:						
Data type:	This metric is not used in any reports.						
Metric type:							
<p>Metric name: Self Service Duration</p> <p>Introduced: 9.0.016</p> <p>Description: The total duration (in seconds) of all Self-Service SDR sessions.</p> <p>Calculation:</p> <table> <tr> <td>Media type:</td><td>Used in:</td></tr> <tr> <td>Data type:</td><td>This metric is not used in any reports.</td></tr> <tr> <td>Metric type:</td><td></td></tr> </table>	Media type:	Used in:	Data type:	This metric is not used in any reports.	Metric type:		<p>Folder:</p> <p>Designer > Bot</p>
Media type:	Used in:						
Data type:	This metric is not used in any reports.						
Metric type:							
<p>Metric name: Self Service No Bot Duration</p> <p>Introduced: 9.0.016</p> <p>Description: The total duration (in seconds) of all Self-Service SDR sessions in which no bots participated.</p> <p>Calculation: SS_DURATION - SS_BOTS_DURATION</p> <table> <tr> <td>Media type:</td><td>Used in:</td></tr> <tr> <td>Data type:</td><td>This metric is not used in any reports.</td></tr> <tr> <td>Metric type:</td><td></td></tr> </table>	Media type:	Used in:	Data type:	This metric is not used in any reports.	Metric type:		<p>Folder:</p> <p>Designer > Bot</p>
Media type:	Used in:						
Data type:	This metric is not used in any reports.						
Metric type:							

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

Folder: Designer > Session

Metric name: Abandoned in Queue	Folder: Designer > Session
Introduced: 9.0.013	
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:	Used in:
Media type:	
Data type: Metric type:	<ul style="list-style-type: none"> 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:	Used in:
Media type:	
Data type: Metric type:	<ul style="list-style-type: none"> Application Duration Report
Metric name: Avg Assisted Service Duration	
Folder: Designer > Session	
Introduced: 9.0.013	

<p>Description: The average amount of time that callers spent in the Assisted-Service phase of the Designer application.</p> <p>Calculation: Calculated based on the value of the Designer > Assisted Service Duration metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Used in:</p> <ul style="list-style-type: none"> Application Duration Report
<p>Metric name: Avg Self-Service Duration</p> <p>Description: The average amount of time that callers spent in the Self-Service phase of the Designer application.</p> <p>Calculation: Calculated based on the value of the Designer > Self-Service Duration metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Folder:</p> <p>Designer > Session</p> <p>Used in:</p> <ul style="list-style-type: none"> Application Duration Report
<p>Metric name: Avg Session Duration</p> <p>Description: The average amount of time attributed to either the Self-Service phase or the Assisted-Service phase of the Designer application.</p> <p>Calculation: Calculated based on the value of the Designer > Session Duration metric.</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>		<p>Folder:</p> <p>Designer > Session</p> <p>Used in:</p> <ul style="list-style-type: none"> Application Duration Report
<p>Metric name: Contained In Self-Service</p> <p>Introduced: 9.0.013</p> <p>Description: The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service.</p> <p>Calculation:</p> <p>Media type:</p> <p>Data type:</p>		<p>Folder:</p> <p>Designer > Session</p> <p>Used in:</p> <ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:

Data type:
Metric type:

Used in:

- Self-Service Statistics Report

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:

Data type:
Metric type:

Used in:

- Application Duration Report

Metric name: Session

Folder:

Designer > Session

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

Calculation:

Media type:

Data type:
Metric type:

Used in:

- Application Duration Report
- Application Summary Report
- 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:

Data type:
AG2_SDR_SESSION_*.DURATION
Metric type:

Used in:

- Application Duration Report

Metric name: Transferred to Assisted Service

Folder:

Introduced: 9.0.013

Designer > Session

<p>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.</p>	
<p>Calculation:</p> <p>Media type:</p> <p>Data type:</p> <p>Metric type:</p>	<p>Used in:</p> <ul style="list-style-type: none"> Assisted Service Interactions by Last Milestone Report

Folder: Designer > Session > Detail

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

Data type: Metric type:	This metric is not used in any reports.
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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: <ul style="list-style-type: none"> Blocks Summary Report
Media type: Data type: Metric type:	
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: <ul style="list-style-type: none"> Blocks Summary Report
Media type: Data type: Metric type:	
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: <ul style="list-style-type: none"> Blocks Summary Report
Media type: Data type: Metric type:	
Metric name: Block Duration	Folder:

	Designer > Session Block
Description: The total amount of time spent in each block.	
Calculation:	
Media type: Data type: Metric type:	Used in: This metric is not used in any reports.
Metric name: Blocks	
Calculation:	
Media type: Data type: Metric type:	Folder: Designer > Session Block Used in: <ul style="list-style-type: none"> Blocks Summary Report
Metric name: No Input Error	
Calculation:	
Media type: Data type: Metric type:	Folder: Designer > Session Block Used in: <ul style="list-style-type: none"> Blocks Summary Report
Metric name: No Match Error	
Calculation:	
Media type: Data type: Metric type:	Folder: Designer > Session Block Used in: <ul style="list-style-type: none"> Blocks Summary Report
Metric name: Strikeout	
Calculation:	
Media type: Data type: Metric type:	Folder: Designer > Session Block Used in: <ul style="list-style-type: none"> Blocks Summary Report
Description: The total number of times that the maximum number of retries (for No Input or No Match)	

was reached.

Calculation:

Media type:

Data type:
Metric type:

Used in:

- 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:

Media type:

Data type:
Metric type:

Used in:

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:

Media type:

Data type:
Metric type:

Used in:

- 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.

Media type:

Data type:
Metric type:

Used in:

- 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:

- 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

Media type: All

Data type: Number

Metric type: Disposition

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: This metric is not used in any reports.
Data type: Metric type:	
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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> 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:	<ul style="list-style-type: none"> Survey Statistics Report

Data type: Metric type:		
Metric name: Offered	Folder: Designer > Survey	
<p>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).</p> <p>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.</p>		
Calculation:	<p>Used in:</p> <ul style="list-style-type: none"> 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	
<p>Description: The definition of this metric depends on the media type:</p> <ul style="list-style-type: none"> 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:	<p>Used in:</p>	
Media type:		

Data type: Metric type:		<ul style="list-style-type: none">• Survey Answer Report
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- Survey Answer Report