Genesys CX Insights Multicloud Projects Reference Guide

Detail Metrics

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Contents

Metrics that you can use to build detail reports.

Related documentation:
-
-
-
-

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 Detail folder contains numerous metrics that you can use to build reports that describe low-level interaction and agent details.

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.

Detail
- There are no metrics in this folder

Detail > Handling Attempt

- Abandoned Waiting
- Abandoned Waiting Time
- Conference Initiated Time
- Conference Received Time
- Consult Initiated Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Interaction Duration
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Total Duration
- Transfer Initiated Agent

Detail > Handling Attempt > Handling Predictive Routing

- Abandoned Waiting
- Abandoned Waiting Time
- Agent Rank

- Agent Score
- Conference Initiated Time
- Conference Received Time
- Customer Alert Time
- Customer Dial Time
- Customer Engage Time
- Customer Handle Time
- Customer Hold Time
- Customer Wrap Time
- Global Score
- Interaction Duration
- Max Score
- Median Score
- Message
- Min Score
- Queue Time
- Response Time
- Revenue
- Routing Point Time
- Satisfaction
- Target Size
- Total Duration
- Transfer Initiated Agent
- Turnaround Time

Detail > Handling Attempt > Handling User Data Example

- There are no metrics in this folder

Detail > Transfer

- Interaction Duration
- Source Customer Engage Time
- Source Customer Hold Time
- Source Customer Wrap Time
- Source Queue Time
- Target Customer Engage Time
- Target Customer Hold Time
- Target Customer Wrap Time
- Target Queue Time

Detail > Transfer > Source User Data Example

- There are no metrics in this folder

Detail > Transfer > Target User Data Example

- There are no metrics in this folder

Folder: Detail

There are no metrics in this folder.

Folder: Detail > Handling Attempt

	Folder:

Metric name: Abandoned Waiting	Detail > Handling Attempt
Description: The total number of customer interactions that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource.	
Calculation:	
Media type: All **Data type:** Number **Metric type:** Detail	**Used in:** This metric is not used in any reports.

Metric name: Abandoned Waiting Time	**Folder:** Detail > Handling Attempt
Description: The total amount of time associated with customer interactions were abandoned or dropped for any reason before the interactions could be distributed.	
Calculation:	
Media type: All **Data type:** Number **Metric type:** Detail	**Used in:** This metric is not used in any reports.

Metric name: Conference Initiated Time	**Folder:** Detail > Handling Attempt
Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.	
Calculation:	
Media type: All (except Email) **Data type:** Number **Metric type:** Detail	**Used in:** • Interaction Handling Attempt Report

Metric name: Conference Received Time	**Folder:** Detail > Handling Attempt
Description: The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.	
Calculation:	**Used in:**

Media type: All (except Email)		• Interaction Handling Attempt Report
Data type: Number **Metric type:** Detail		

Metric name: Consult Initiated Time **Introduced:** 100.0.027.0001	**Folder:** Detail > Handling Attempt

Description: The amount of time, in seconds, that a consult initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

Calculation:		
Media type: All (except Email)		**Used in:** This metric is not used in any reports.
Data type: Number **Metric type:** Detail		

Metric name: Customer Alert Time	**Folder:** Detail > Handling Attempt

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.

- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.

- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Calculation:		
Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Customer Dial Time	**Folder:** Detail > Handling Attempt

Description: The amount of time that the IRF resource spent initiating an outbound, customerrelated interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Customer Engage Time	**Folder:** Detail > Handling Attempt

Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions.

- For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.

- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations, whether they were initiated or received.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Customer Handle Time	**Folder:** Detail > Handling Attempt

Description:	
Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_TALK_DURATION + INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.CUSTOMER_ACW_DURATION	**Used in:** • Interaction Handling Attempt Report
Media type: All **Data type:** Number **Metric type:** Detail	

Metric name: Customer Hold Time	**Folder:** Detail > Handling Attempt

Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Customer Wrap Time	**Folder:** Detail > Handling Attempt

Description: The amount of time that the resource was in interaction-related After-Call-Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.

Calculation:		Used in:
Media type: Voice **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Interaction Duration	**Folder:** Detail > Handling Attempt

Description: The difference between the beginning and end of the agent's interaction-related state.

Calculation: Calculated as the difference between INTERACTION_FACT_GI2.END_TS and INTERACTION_FACT_GI2.START_TS.		Used in:
Media type: All **Data type:** Number **Metric type:** Date		• Interaction Handling Attempt Report

Metric name: Queue Time	**Folder:** Detail > Handling Attempt

Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Interaction Handling Attempt Report

Metric name: Response Time	**Folder:** Detail > Handling Attempt

Description: The time that elapsed before the customer received service or abandoned the interaction,

including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted.

Additionally, this metric includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt. Received consultations and collaborations are excluded from consideration.

Calculation: Caclulated as the sum of INTERACTION_RESOURCE_FACT_GI2.PREVIOUS_MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.RING_DURATION.		
Media type: All **Data type:** Number **Metric type:** Detail		**Used in:** • Interaction Handling Attempt Report

Metric name: Revenue	**Folder:** Detail > Handling Attempt

Description: The total revenue generated by customer interactions handled by this IRF resource.		
Calculation:		
Media type: All **Data type:** Character **Metric type:** Detail		**Used in:** This metric is not used in any reports.

Metric name: Routing Point Time	**Folder:** Detail > Handling Attempt

Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.		
Calculation:		
Media type: All **Data type:** Number **Metric type:** Detail		**Used in:** • Interaction Handling Attempt Report

Metric name: Satisfaction	**Folder:** Detail > Handling Attempt

Description: The numerical score of customer satisfaction that was attributed to customer interactions handled by this IRF resource. This score is stored in character format		
Calculation:		**Used in:**
Media type: All		

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

Metric name: Total Duration		Folder: Detail > Handling Attempt
Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This metric excludes alert duration, received consultations, and received collaborations.		
Calculation: Calculated as the sum of INTERACTION_RESOURCE_FACT_GI2.MEDIATION_DURATION + INTERACTION_RESOURCE_FACT_GI2.TALK_DURATION + INTERACTION_RESOURCE_FACT_GI2.HOLD_DURATION + INTERACTION_RESOURCE_FACT_GI2.AFTER_CALL_WORK_DURATION.		**Used in:**
Media type: All Data type: Number Metric type: Detail		• Interaction Handling Attempt Report

Metric name: Transfer Initiated Agent		Folder: Detail > Handling Attempt
Description: The total number of times that the agent transferred customer interactions.		
Calculation:		**Used in:**
Media type: All Data type: Number Metric type: Detail		This metric is not used in any reports.

Folder: Detail > Handling Attempt > Handling Predictive Routing

Metric name: Abandoned Waiting		Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The total number of times that customer interactions that were routed using Predictive Routing were abandoned or dropped for any reason before the interactions could be distributed.		
Calculation:		**Used in:**
Media type: All Data type: Number Metric type: Detail		• Predictive Routing Detail Report

Metric name: Abandoned Waiting Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The total amount of time associated with customer interactions that were routed using Predictive Routing that were abandoned or dropped for any reason. This time includes the duration of customer interactions that were abandoned before the interactions could be distributed.

Calculation:		
Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Agent Rank	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The agent's predictive routing score ranked against all other agents in the target group, where 1 is the rank of the agent with the best score.

Calculation:		
Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Agent Score	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: Predictive routing score for the agent that handled the interaction.

Calculation:		
Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Conference Initiated Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.

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

Metric name: Conference Received Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

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

Metric name: Customer Alert Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: This metric varies depending on the media type:

- For voice interactions, the number of seconds that the interaction was ringing at the resource during a voice handling attempt while a customer was present.

- For multimedia interactions, the number of seconds that the customer-related interaction was alerting at the resource during an interaction handling attempt.

- For e-mail interactions, this metric includes agent's handling of an inbound e-mail from a customer or an internal e-mail from another agent, or handling a reply e-mail back to the customer.

This metric excludes handling a collaboration, whether on the initiating or receiving side.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Detail	- Predictive Routing Detail Report

Metric name: Customer Dial Time	Folder:
	Detail > Handling Attempt > Handling Predictive Routing

Description: The amount of time that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Detail	- Predictive Routing Detail Report

	Folder:

Metric name: Customer Engage Time	Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This metric includes internal interactions. For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions. For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. This duration excludes consultations and collaborations, whether they were initiated or received.	

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Customer Handle Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics report.	

Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.CUSTOMER_TALK DURATION, IF_IRF_GPM_FACT_GI2.CUSTOMER_HOLD DURATION, and IF_IRF_GPM_FACT_GI2.CUSTOMER_ACW_DURATION.		**Used in:**
Media type: All		• Predictive Routing Detail Report
Data type: Number **Metric type:** Detail		

Metric name: Customer Hold Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the agent had the customer on hold. This metric excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.	

Calculation:

Media type: All		**Used in:**
Data type: Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Customer Wrap Time	**Folder:** Detail > Handling Attempt > Handling Predictive Routing
Description: The amount of time that the resource was in interaction-related After-Call Work (ACW or	

Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Global Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The average predictive routing score for all agents in the target group.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Interaction Duration	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The duration of the interaction.

Calculation: Calculated as the difference between IF_IRF_GPM_FACT_GI2.IF_END_TS and IF_IRF_GPM_FACT_GI2.IF_START_TS.		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Max Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The highest predictive routing score for any agent in the target group.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Median Score	**Folder:** Detail > Handling Attempt > Handling Predictive Routing

Description: The median predictive routing score for the target group of agents.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Message	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: If an error occurs while returning scoring results, this field contains the error message. The value is NULL if no error is returned.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Min Score	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The lowest predictive routing score for any agent in the target group.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Queue Time	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The sum of the durations that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Response Time	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The time that elapsed before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports). This metric is populated only if the handle count is greater than zero.

Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.PREVIOUS_MEDIATION_DURATION, plus MEDIATION DURATION and RING_DURATION.		Used in:
Media type: All Data type: Number Metric type: Detail		• Predictive Routing Detail Report

Metric name: Revenue	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The total revenue that is generated during the interval by customer interactions handled by agents who belong to the agent group.	

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

Metric name: Routing Point Time	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The sum of the durations that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.	

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

Metric name: Satisfaction	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The customer-satisfaction score associated with the interaction.	

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

Metric name: Target Size	Folder: Detail > Handling Attempt > Handling Predictive Routing
Description: The number of agents in the scored target group (based on the list received from the scoring engine).	

Calculation:		Used in:
Media type: All **Data type:** Number **Metric type:** Detail		• Predictive Routing Detail Report

Metric name: Total Duration	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The total duration of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation.	
Calculation: Calculated as the sum of IF_IRF_GPM_FACT_GI2.MEDIATION DURATION plus TALK_DURATION, HOLD_DURATION and AFTER_CALL_WORK_DURATION. **Media type:** All **Data type:** Number **Metric type:** Detail	**Used in:** • Predictive Routing Detail Report

Metric name: Transfer Initiated Agent	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: The total number of times that agents transferred customer interactions that were routed using Predictive Routing.	
Calculation: **Media type:** All **Data type:** Number **Metric type:** Detail	**Used in:** • Predictive Routing Detail Report

Metric name: Turnaround Time	Folder: Detail > Handling Attempt > Handling Predictive Routing

Description: Amount of time the interaction spent in queue while waiting for predictive routing scoring to be completed.	
Calculation: **Media type:** All **Data type:** Number **Metric type:** Detail	**Used in:** • Predictive Routing Detail Report

Folder: Detail > Handling Attempt > Handling User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer

Metric name: Interaction Duration	Folder: Detail > Transfer
Description: The difference between the beginning and end of the agent's interaction-related state.	
Calculation: Calculated as the difference between INTERACTION_RES_FACT_TRNSFR_GI2.END_TS and INTERACTION_RES_FACT_TRNSFR_GI2.START_TS.	**Used in:**
Media type: All **Data type:** Number **Metric type:** Date	• Transfer Detail Report

Metric name: Source Customer Engage Time	Folder: Detail > Transfer
Description: The amount of time that the agent processed a customer-related transfer or conference where the agent was the initiator of the interaction. • For synchronous interactions, this is the time that the agent spent interacting with a customer. • For asynchronous interactions, this is the time spent handling an inbound interaction from a customer or handling a reply interaction back to the customer. This duration excludes consultations and collaborations.	
Calculation:	**Used in:**
Media type: All **Data type:** Number **Metric type:** Detail	• Transfer Detail Report

Metric name: Source Customer Hold Time	Folder: Detail > Transfer
Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent initiated and excludes hold durations that are associated with consultations.	

Calculation:		Used in:
Media type: Voice		
Data type: Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Source Customer Wrap Time	**Folder:** Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent initiated. The duration excludes ACW duration that is associated with received consultations.

Calculation:		Used in:
Media type: Voice		
Data type: Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Source Queue Time	**Folder:** Detail > Transfer

Description: The sum of the durations that initiated transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource. This duration includes interactions that were queued for consultation and excludes abandoned-while-queued interactions.

Calculation:		Used in:
Media type: All		
Data type: Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Target Customer Engage Time	**Folder:** Detail > Transfer

Description: The amount of time that the agent spent processing a customer-related transfer or conference where the agent was the recipient of the interaction.

- For synchronous interactions, this is the time that the agent spent interacting with a customer.

- For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer or handling a reply interaction back to the customer.

This duration excludes consultations and collaborations.

Calculation:		Used in:
Media type: All		
Data type: Number **Metric type:** Detail		• Transfer Detail Report

Metric name: Target Customer Hold Time	Folder:
	Detail > Transfer

Description: The amount of time that the agent had the customer on hold. This metric pertains to transfers or conferences that the agent received and excludes hold durations that are associated with consultations.

Calculation:	
Media type: Voice	**Used in:**
Data type: Number **Metric type:** Detail	• Transfer Detail Report

Metric name: Target Customer Wrap Time	Folder:
	Detail > Transfer

Description: The amount of time that the resource was in interaction-related ACW (Wrap) state that pertain to customer transfers or conferences that the agent received. The duration excludes ACW duration that is associated with received consultations.

Calculation:	
Media type: Voice	**Used in:**
Data type: Number **Metric type:** Detail	• Transfer Detail Report

Metric name: Target Queue Time	Folder:
	Detail > Transfer

Description: The sum of the durations that received transfers or conferences spent at ACD queue resources prior to arrival at the IRF resource.

Calculation:	
Media type: All	**Used in:**
Data type: Number **Metric type:** Detail	• Transfer Detail Report

Folder: Detail > Transfer > Source User Data Example

There are no metrics in this folder.

Folder: Detail > Transfer > Target User Data Example

There are no metrics in this folder.