

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

IWD Metrics

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Metrics that you can use to build reports based on IWD data.

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 iWD folder contains numerous metrics that you can use to build intelligent Workload Distribution (iWD)-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.
- 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.

iWD

- % Canceled Autocompleted
- % Completed Overdue
- % Finished

- · % Finished Overdue
- Accept Time
- Accept To Complete Time
- Avg Accept Time
- Avg Accept To Complete Time
- Avg Finish Time
- Avg Handle Time
- Avg Pre Source System Time
- Avg Source System Time
- Canceled

- · Canceled Agent
- Canceled Autocompleted
- Canceled NON Autocompleted
- · Canceled Overdue
- Completed
- Completed Agent
- · Completed NON Agent
- · Completed Overdue
- · Finish Time
- Finished
- Finished Agent
- · Finished Overdue
- Finished Without Agent
- · Handle Time
- New
- Pending
- · Pending Overdue
- Pre Source System Time
- Service Pending
- Service Pending Overdue
- · Source System Time

iWD > Age

· There are no metrics in this folder

iWD > Agent

- Accepted
- Avg Handle Time
- · Handle Time
- Max Handle Time
- Min Handle Time

iWD > Capture

· There are no metrics in this folder

iWD > Classification

• There are no metrics in this folder

iWD > Email

- · % Sent QA Review
- · Agent Reply
- · Agent Reply QA Review
- · Agent Reply without QA Review
- Automated Reply
- Canceled
- Canceled Agent
- Canceled Autocompleted
- Canceled NON Autocompleted iWD > Time
- Completed
- Completed Agent
- · Completed NON Agent

- Finished
- New
- Other
- Pending
- Sent
- Sent ACK
- · Sent QA Review
- Sent without ACK
- · Sent without QA Review
- Service Pending
- Standard Response
- Unsolicited
- · Unsolicited QA Review
- · Unsolicited without QA Review

iWD > Queue

 There are no metrics in this folder

iWD > Service Objects

- Duration
- Extracted Events Amount

· There are no metrics in this folder

Folder: iWD

Metric name: % Canceled Autocompleted Folder: Introduced: 100.0.076.0000 iWD

Description: The percentage of automatically canceled tasks, that were completed.	relative to the the total number of tasks	
Calculation: Calculated as iWD > Canceled Autocompleted / iWD > Finished	Used in:	
Media type:	 Customer Segment Service Level Report 	
Data type: Metric type:	Intraday Process Report	
Metric name: % Completed Overdue	Folder:	
Introduced: 100.0.076.0000	iWD	
Description: The percentage of completed tasks of this aggreg reporting interval.	gate that were overdue during the	
Calculation: Calculated as iWD > Completed Overdue / iWD > Completed	Used in:	
Media type:	Intraday Process Report	
Data type: Metric type:		
Matria name 0/ Finish al	Folder:	
Metric name: % Finished	iWD	
Description: The percentage of tasks of this aggregate that we interval.	ere completed during the reporting	
Calculation: Calculated as iWD > Finished / iWD > New	Used in:	
Media type:	Customer Segment Service Level	
Data type: Metric type:	Report	
	Intraday Process Report	
Metric name: % Finished Overdue	Folder: iWD	
Description: The percentage of completed tasks of this aggreg reporting interval.	gate that were overdue during the	
Calculation: Calculated as iWD > Finished Overdue / iWD > Finished	Used in:	
Media type:	Intraday Process Report	
Data type: Metric type:		

Metric name: Accept Time		Folder: iWD
measure reflects how long task	s were backlogged before being	ras assigned for the first time. This assigned to an agent. Calculated as the mps, for tasks that were completed
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Accept To Co	mplete Time	Folder:
Introduced: 100.0.076.0000		iWD
the time when the task was cor task-assigned timestamps for fi	npleted. This is calculated as the	a task was assigned for the first time, and difference between the task-finished and me interval. This metric reflects how pleted.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Avg Accept T	ime	Folder:
		iWD
assigned for the first time. This assigned to an agent. Calculate		
Calculation: If "Finished Agent Time / Finished Agent. Otherwis		Used in:
Media type:		Capture Point Business Value Report
		Capture Point Task Duration Report
Data type: Metric type:		Intraday Process Report
Metric name: Avg Accept To	o Complete Time	Folder:
Introduced: 100.0.076.0000		iWD
		W

Description: The average amount of time, in seconds, from a time when a task was assigned for the first time to the time when a task was completed. This is calculated as the (task-finished - task-assigned) timestamp for finished tasks during the given time interval. This measure reflects how long tasks were handled before they were completed. Calculation: If "Finished Agent" metric is calculated: Accept To Complete Time / Finished Agent, otherwise: Accept To Used in: Complete Time / Finished Media type: Intraday Process Report Data type: Metric type: Folder: Metric name: Avg Finish Time iWD **Description:** The average number of seconds that elapsed before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the difference between the task-completed and taskcreation timestamps, for tasks that were completed during the given time interval. Calculation: Calculated as iWD > Finished Time / iWD > Used in: Finished. • Capture Point Business Value Report Media type: Capture Point Task Duration Report Data type: Metric type: Intraday Process Report Folder: **Metric name: Avg Handle Time** iWD **Description:** The average amount of agent work time for completed tasks during the given time interval. Calculated as (finished - assigned). Calculation: If "Finished Agent" metric is calculated: Handle Used in: Time / Finished Agent, otherwise: Handle Time / Finished Media type: Capture Point Task Duration Report • Intraday Process Report Data type: Metric type: Folder: Metric name: Avg Pre Source System Time iWD Description: For completed tasks, the average amount of pre-source system time for completed tasks during the given time interval. Calculated as (source created - first created). Calculation: Calculated as Pre Source System Time / Used in: Finished.

Media type:

Capture Point Task Duration Report

Data type: Metric type:			
Metric name: Avg Source S	System Time	Folder:	
		iWD	
Description: For completed tasks, the average amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated based on the difference between the iWD and source system creation timestamps, for tasks that were completed during the given time interval.			
Calculation: Calculated as Sou	urce System Time / Finished		
Media type:		Used in:	
Data type: Metric type:		Capture Point Report	
Metric name: Canceled		Folder:	
Introduced: 9.0.000.67			
incroduced: 3.0.000.07		iWD	
Description: The total number interval.	r of tasks of this classification tha	at were canceled during the reporting	
Calculation:		Used in:	
		Capture Point Business Value Report	
Media type:		• Capture Form Business value Report	
		 Customer Segment Service Level 	
Data type: Metric type:		Report	
		Intraday Process Report	
Metric name: Canceled Age	ent	Folder:	
Introduced: 9.0.000.67			
incourced: 3.0.000.07		iWD	
	Description: The total number of tasks of this classification that were finished (completed or canceled) during the reporting interval. Includes only tasks where an agent was involved.		
Calculation:			
Media type:		Used in:	
Data type:		This metric is not used in any reports.	
Metric type:			
		Foldow	
		Folder:	

Metric name: Canceled Aut Introduced: 9.0.000.67	cocompleted	iWD
Description: The total number reporting interval.	r of tasks of this classification tha	t were automatically canceled during the
Calculation:		Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Customer Segment Service Level Report Intraday Process Report
Metric name: Canceled NO Introduced: 9.0.000.67	N Autocompleted	Folder: iWD
Description: The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.		
Calculation: Calculated as Car Autocompleted	nceled - Canceled	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
Metric name: Canceled Ove Introduced: 9.0.000.67	erdue	Folder: iWD
Description: The total number during the reporting interval.	r of canceled and rejected tasks o	of this classification that were overdue
Calculation:		Head in
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Completed Introduced: 9.0.000.67		Folder:

Description: The total number of tasks of this classification that were completed during the reporting interval.		
Calculation:		Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Customer Segment Service Level Report Intraday Process Report
Matria Camplated A		
Metric name: Completed A	gent	Folder:
Introduced: 9.0.000.67		iWD
Description: The total number one or more agents where invo		uring the reporting interval and in which
Calculation:		Hand to
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Completed N	ON Agent	Folder:
Metric name: Completed N Introduced: 9.0.000.67	ON Agent	Folder: iWD
Introduced: 9.0.000.67	r of tasks of this classification tha	
Introduced: 9.0.000.67 Description: The total number	r of tasks of this classification tha ents were involved.	iWD at were completed during the reporting
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age	r of tasks of this classification tha ents were involved.	iWD
Description: The total number interval for tasks where no age Calculation: Calculated as Con	r of tasks of this classification tha ents were involved.	iWD at were completed during the reporting
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age Calculation: Calculated as Col Media type: Data type:	r of tasks of this classification tha ents were involved.	iWD at were completed during the reporting Used in:
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age Calculation: Calculated as Col Media type: Data type:	r of tasks of this classification tha ents were involved. mpleted - Completed Agent	iWD at were completed during the reporting Used in:
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age Calculation: Calculated as Commedia type: Data type: Metric type:	r of tasks of this classification tha ents were involved. mpleted - Completed Agent	iWD at were completed during the reporting Used in: This metric is not used in any reports.
Introduced: 9.0.000.67 Description: The total number interval for tasks where no age Calculation: Calculated as Confederate Media type: Data type: Metric type: Metric name: Completed Of Introduced: 9.0.000.67	r of tasks of this classification tha ents were involved. mpleted - Completed Agent verdue	iWD at were completed during the reporting Used in: This metric is not used in any reports. Folder:
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age Calculation: Calculated as Col Media type: Data type: Metric type: Metric name: Completed O Introduced: 9.0.000.67 Description: The total numbe	r of tasks of this classification tha ents were involved. mpleted - Completed Agent verdue	iwD at were completed during the reporting Used in: This metric is not used in any reports. Folder: iwD
Introduced: 9.0.000.67 Description: The total numbe interval for tasks where no age Calculation: Calculated as Con Media type: Data type: Metric type: Metric name: Completed O Introduced: 9.0.000.67 Description: The total numbe reporting interval.	r of tasks of this classification tha ents were involved. mpleted - Completed Agent verdue	iwD It were completed during the reporting Used in: This metric is not used in any reports. Folder: iWD iffication that were overdue during the

Metric type:		
Metric name: Finish Time	Folder: iWD	
Description: Total amount of time before a task was completed CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed tasks during the given time interval.		
Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
Metric name: Finished	Folder:	
	iWD	
Description: The total number of tasks of this classification that were completed during the reporting interval. Calculated as the total of IWD > Completed and IWD > Canceled.		
Calculation: Calculated as Completed + Canceled	Used in:	
Media type: Data type: Metric type:	 Capture Point Business Value Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Process Report Task Age Report 	
Metric name: Finished Agent Introduced: 9.0.000.67	Folder: iWD	
Description: The total number of tasks of this classification that were finished (completed or canceled) during the reporting interval for tasks where an agent was involved.		
Calculation: Calculated as Completed Agent + Canceled Agent	Used in:	
Media type:		
	This metric is not used in any reports.	
Data type: Metric type:		

Metric name: Finished Overdue		iWD
Description: The total number of completed tasks of this classification that were overdue during the reporting interval.		
Calculation: Calculated as Co Overdue	mpleted Overdue + Canceled	Used in:
Media type: Data type: Metric type:		Intraday Process Report
Metric name: Finished Wit Introduced: 9.0.000.67	hout Agent	Folder:
Description: The total numbe were involved.	r of tasks that were finished durir	ng the reporting interval and no agents
Calculation: Calculated as Fin	ished - Finished Agent	
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Handle Time		Folder:
Description: Total agent work (finished – assigned).	time for completed tasks during	the given time interval. Calculated as
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: New		Folder:
		iWD
Description: Number of new to counted only after it has been		iWD during the given time interval. The task is
counted only after it has been		during the given time interval. The task is

Metric type:		 Capture Point Task Duration Report Customer Segment Service Level Report Intraday Process Report
Metric name: Pending		Folder:
Description: The number of tareporting interval.	isks that have a status of Queued	d, Assigned, or Held, at the end of the
Calculation:		Used in:
Media type: Data type: Metric type:		Intraday Process ReportTask Age Report
Metric name: Pending Over	rdue	Folder: iWD
Description: The number of overdue tasks having a status of Queued, Assigned, or Held, at the end of the reporting interval. A task is considered overdue when the SLA due date and time has been missed.		
Calculation:		Used in:
Media type: Data type: Metric type:		Intraday Process ReportTask Age Report
Metric name: Pre Source S	ystem Time	Folder:
Description: Total time spent in a pre-source system by tasks that were then completed during the reporting interval. Calculated as the difference between the time the task was created in the pre-source system, and when it was created in the source system.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Service Pend	ing	Folder:
Introduced: 9.0.000.67		iWD

Description: This is an auxilian	ry metric that is used to calculate	e totals for the Pending metric.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Service Pend	ing Overdue	Folder:
Introduced: 9.0.000.67		iWD
Description: This is an auxilian	ry metric that is used to calculate	e totals for the Pending Overdue metric.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Source Syste	m Time	Folder:
		iWD
Description: Total amount of time that tasks spent in the preceding system before they were submitted to and created within iWD. The creation timestamp from the source system is an extended attribute (sourceCreatedDateTime) that must be provided by the source system. Calculated as the difference between the iWD and source system creation timestamps, for tasks that were completed during the given time interval.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.

Folder: iWD > Age

There are no metrics in this folder.

Folder: iWD > Agent

Metric name: Accepted Description: The total number of tasks that the agent has handled during the given time interval. Calculation: Media type: Data type: Metric type: Metric name: Avg Handle Time Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent		
Description: The total number of tasks that the agent has handled during the given time interval. Calculation: Media type:		
Calculation: Media type: Data type: Metric type: Metric name: Avg Handle Time Folder: WD > Agent Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: WD > Agent Performance Dashboard Resource Performance Dashboard Resource Performance Report Metric name: Handle Time Folder: WD > Agent Wedia type: WD > Agent Used in: Used in: Description: The total amount of time that the agent spent working on a task. Calculation: Media type: Media type: Used in:		
Media type:		
Data type: Metric type: Metric name: Avg Handle Time Folder: iWD > Agent Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Polder: iWD > Agent Polder: iWD > Agent Polder: iWD > Agent Wetric name: Handle Time Wetric name: Handle Time Folder: iWD > Agent Used in: Used in: Description: The total amount of time that the agent spent working on a task. Calculation: Wedia type: Media ty		
Metric type: Metric name: Avg Handle Time Folder: iWD > Agent Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Folder: iWD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Used in: Used in: Used in:		
Metric name: Avg Handle Time Folder: WD > Agent Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: WD > Agent Folder: WD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Media type: Used in: Workline Time Used in:		
Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Folder: iWD > Agent Webscription: The total amount of time that the agent spent working on a task. Calculation: Used in: Used in: Used in:		
Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Folder: iWD > Agent Webscription: The total amount of time that the agent spent working on a task. Calculation: Used in: Used in: Used in:		
Description: The average amount of time that the agent spent working on a task. Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Used in: Used in: Wedia type: We be agent spent working on a task. Used in:		
Calculation: Calculated as iWD > Agent > Handle Time / iWD > Agent > Accepted Media type:		
Media type: Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Media type: Used in: Used in:		
Data type: Metric type: Metric name: Handle Time Folder: iWD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Media type: Used in:		
Metric type: Metric name: Handle Time Folder: iWD > Agent Description: The total amount of time that the agent spent working on a task. Calculation: Media type:		
Description: The total amount of time that the agent spent working on a task. Calculation: We dia type:		
Description: The total amount of time that the agent spent working on a task. Calculation: Media type:		
Description: The total amount of time that the agent spent working on a task. Calculation: Media type:		
Calculation: Used in:		
Media type:		
Media type: • Resource Performance Dashboard		
Data type: Metric type: • Resource Performance Report		
Metric name: Max Handle Time Folder:		
iWD > Agent		
iWD > Agent Description: The longest amount of time that the agent spent working on any task.		
Description: The longest amount of time that the agent spent working on any task. Calculation:		
Description: The longest amount of time that the agent spent working on any task.		
Description: The longest amount of time that the agent spent working on any task. Calculation:		

Metric name: Min Handle Time	Folder: iWD > Agent
Description: The shortest amount of time that the agent s	pent working on any task.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.

Folder: iWD > Capture

There are no metrics in this folder.

Folder: iWD > Classification

There are no metrics in this folder.

Folder: iWD > Email

Metric name: % Sent QA Re Introduced: 9.0.019	eview	Folder: iWD > Email
Description: The percentage of	of sent emails that were send wit	h QA review to customer.
Calculation: Calculated as iWD iWD > Email > Sent without AC	•	Used in:
Media type: email Data type: Metric type:		Outbound Email Report
Metric name: Agent Reply Introduced: 9.0.019		Folder: iWD > Email

Description: The number of emails that agents replied to custo	omer.
Calculation:	Used in:
Media type: email	
Data type: Metric type:	Outbound Email Report
Metric name: Agent Reply QA Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied with QA	\ review to customer
Calculation:	review to customer.
Media type: email	Used in:
	Outbound Email Report
Data type: Metric type:	Catalogna Eman Report
Matria warman Amant Bambu without OA Basiana	
Metric name: Agent Reply without QA Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of emails that agents replied without	QA review to customer.
Calculation: Calculated as iWD > Email > Agent Reply - iWD	
> Email > Agent Reply QA Review	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
Metric name: Automated Reply	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of automated replies were sent to the	e customer.
Calculation:	
Media type: email	Used in:
Data type:	Outbound Email Report
Metric type:	
Metric name: Canceled	Folder:
ricerie namer canceleu	iWD > Email

Introduced: 9.0.000.67		
Description: The total number of tasks of this classification that were canceled during the reporting interval.		
Calculation:		Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Customer Segment Service Level Report Intraday Process Report
Metric name: Canceled Age Introduced: 9.0.000.67	ent	Folder: iWD > Email
	of tasks of this classification tha cludes only tasks where an agen	at were finished (completed or canceled) t was involved.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Canceled Aut	ocompleted	Folder:
Introduced: 9.0.000.67		iWD > Email
Description: The total number reporting interval.	of tasks of this classification tha	at were automatically canceled during the
Calculation:		Used in:
Marilla Issues		Capture Point Business Value Report
Media type:		Customer Segment Service Level
Data type: Metric type:		Report
		Intraday Process Report
Metric name: Canceled NO	N Autocompleted	Folder:
Introduced: 9.0.000.67		iWD > Email

Description: The total number of canceled during the reporting peri		cation that were not automatically
Calculation: Calculated as Cance Autocompleted	eled - Canceled	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		This metric is not used in any reports.
Metric name: Completed		Folder:
Introduced: 9.0.000.67		iWD > Email
Description: The total number of interval.	f tasks of this classification tha	it were completed during the reporting
Calculation:		Used in:
		Capture Point Business Value Report
Media type:		Customer Segment Service Level
Data type: Metric type:		Report
, , , , , , , , , , , , , , , , , , ,		 Intraday Process Report
Metric name: Completed Age	ent	Folder:
Metric name: Completed Age Introduced: 9.0.000.67	ent	Folder: iWD > Email
	ent	
Introduced: 9.0.000.67	f tasks that were completed du	
Introduced: 9.0.000.67 Description: The total number of	f tasks that were completed du	iWD > Email uring the reporting interval and in which
Description: The total number of one or more agents where involved	f tasks that were completed du	iWD > Email uring the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type: Data type:	f tasks that were completed du	iWD > Email uring the reporting interval and in which
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type:	f tasks that were completed du	iWD > Email uring the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type: Data type:	f tasks that were completed du	iWD > Email uring the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type: Data type:	f tasks that were completed dued.	iWD > Email uring the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type: Data type: Metric type:	f tasks that were completed dued.	iWD > Email uring the reporting interval and in which Used in: This metric is not used in any reports.
Introduced: 9.0.000.67 Description: The total number of one or more agents where involved Calculation: Media type: Data type: Metric type: Metric name: Completed NON	f tasks that were completed dued.	iWD > Email uring the reporting interval and in which Used in: This metric is not used in any reports. Folder:
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Data type: Metric type:		
Metric name: Finished		Folder: iWD > Email
Description: The total number interval. Calculated as the total		at were completed during the reporting Canceled.
Calculation: Calculated as Com	npleted + Canceled	Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Process Report Task Age Report
Metric name: New		Folder: iWD > Email
Description: Number of new ta counted only after it has been cl		during the given time interval. The task is
Calculation:		Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Capture Point Task Duration Report Customer Segment Service Level Report Intraday Process Report
Metric name: Other Introduced: 9.0.019		Folder: iWD > Email
Description: Total number of O and Acknowledgements.	utbound emails not including Ur	nsolicited, Agent Reply, Automated Reply
Calculation: "iWD\Email\Sent" - "iWD\Email\Agent Reply" - "iWD\" iWD\Email\Sent ACK" Media type: email		Used in:Outbound Email Report

Data type: Metric type:	
Metric name: Pending	Folder: iWD > Email
Description: The number of tasks that have a status of Queued reporting interval.	d, Assigned, or Held, at the end of the
Calculation:	Used in:
Media type:	Intraday Process Report
Data type: Metric type:	Task Age Report
Metric name: Sent	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of outbound emails that were sent to	customer.
Calculation: Sum(IF("iWD\Agent\Interaction Type"@"Interaction Type" = "Outbound", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
Metric name: Sent ACK	
	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of acknowledgements that were sent	to the customer.
Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	odebodna Email Report
	Foldow
Metric name: Sent QA Review	Folder:
Introduced: 9.0.019	iWD > Email

Description: The total number of outbound emails that were send with QA review to customer. Calculation: Sum("CMPL_QA_REVIEW_COUNT") Media type: email Used in:	
Calculation: Sum("CMPL_QA_REVIEW_COUNT") Media type: email Used in:	
Media type: email Used in:	
Media type: email	
Data type: • Outbound Email Report	
Metric type:	
Metric name: Sent without ACK Folder:	
Introduced: 9.0.019 iWD > Email	
IVVD > Littati	
Description: The number of outbound emails without Acknowledgements that were sent to customer.	
Calculation: "iWD\Email\Sent" - "iWD\Email\Sent ACK"	
Media type: email	
Data type: • Outbound Email Report	
Metric type:	
Metric name: Sent without QA Review	
Introduced: 9.0.019	
iWD > Email	
Description: The total number of outbound emails that were sent without QA review to customer.	
Calculation: "iWD\Email\Sent" - "iWD\Email\Sent QA Review"	
Media type: email Used in:	
Data type: This metric is not used in any reports.	
Metric type:	
metric type:	
Motris names Service Danding	
Metric name: Service Pending Folder:	
Metric name: Service Pending Folder:	
Metric name: Service Pending Introduced: 9.0.000.67 Folder: iWD > Email	
Metric name: Service Pending Introduced: 9.0.000.67 Folder: iWD > Email Description: This is an auxiliary metric that is used to calculate totals for the Pending metric.	
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Metric name: Service Pending Introduced: 9.0.000.67 Description: This is an auxiliary metric that is used to calculate totals for the Pending metric. Calculation: Media type: Data type: This metric is not used in any reports.	

Metric name: Standard Response
Introduced: 9.0.019

Description: The total number of standard responses that were sent to the customer.

Calculation: Sum("CMPL_TASK_COUNT Standard Response")

Media type: email

Data type:

This metric is not used in any reports.

Metric name: Unsolicited
Introduced: 9.0.019

Description: The total number of unsolicited messages that were sent to customer.

Calculation: Sum(IF("iWD\Agent\Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))

Media type: email

Data type: Metric type:

Polder:

iWD > Email

Used in:

Outbound Email Report

Metric name: Unsolicited without QA Review
Introduced: 9.0.019

Pescription: The total number of unsolicited emails that were sent without QA review to customer.

Calculation: "iWD\Email\Unsolicited" - "iWD\Email\Unsolicited" Used in:

Metric type:

QA Review"	
Media type: email Data type: Metric type:	Outbound Email Report

Folder: iWD > Queue

There are no metrics in this folder.

Folder: iWD > Service Objects

Metric name: Duration		Folder: iWD > Service Objects
Description: Total amount of tire	me that elapsed during job exec	cution.
Calculation: Calculated based of the job during the given time int (ETL_AUDIT_START_TIME), and t (ETL_AUDIT_FINISH_TIME).	terval	Used in:
Media type:		This metric is not used in any reports.
Data type: Metric type:		
Metric name: Extracted Eve	nts Amount	Folder:
		iWD > Service Objects
Description: The total number of loaded events during job or batch run.		
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.

Folder: iWD > Time

There are no metrics in this folder.