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# Genesys CX Insights Multicloud Projects Reference Guide

IWD Metrics

4/14/2026

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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
- 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

**iWD > Time**

- There are no metrics in this folder

Folder: iWD

<p><b>Metric name: % Canceled Autocompleted</b></p> <p><b>Introduced:</b> 100.0.076.0000</p>	<p><b>Folder:</b></p> <p>iWD</p>
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<b>Description:</b> The percentage of automatically canceled tasks, relative to the the total number of tasks that were completed.		
<b>Calculation:</b> Calculated as $iWD > Canceled\ Autocompleted / iWD > Finished$		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>Customer Segment Service Level Report</li> <li>Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: % Completed Overdue</b>		<b>Folder:</b>
<b>Introduced:</b> 100.0.076.0000		iWD
<b>Description:</b> The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
<b>Calculation:</b> Calculated as $iWD > Completed\ Overdue / iWD > Completed$		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: % Finished</b>		<b>Folder:</b>
		iWD
<b>Description:</b> The percentage of tasks of this aggregate that were completed during the reporting interval.		
<b>Calculation:</b> Calculated as $iWD > Finished / iWD > New$		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>Customer Segment Service Level Report</li> <li>Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: % Finished Overdue</b>		<b>Folder:</b>
		iWD
<b>Description:</b> The percentage of completed tasks of this aggregate that were overdue during the reporting interval.		
<b>Calculation:</b> Calculated as $iWD > Finished\ Overdue / iWD > Finished$		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		

<b>Metric name: Accept Time</b>		<b>Folder:</b> iWD
<b>Description:</b> Total time in seconds that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before being assigned to an agent. Calculated as the difference between the task-assigned and task-creation timestamps, for tasks that were completed during the given time interval.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Accept To Complete Time</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 100.0.076.0000		
<b>Description:</b> Total number of seconds between the time when a task was assigned for the first time, and the time when the task was completed. This is calculated as the difference between the task-finished and task-assigned timestamps for finished tasks, during the given time interval. This metric reflects how much time tasks spent in being handled, before they were completed.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Avg Accept Time</b>		<b>Folder:</b> iWD
<b>Description:</b> For completed tasks, the average number of seconds that elapsed before a task was assigned for the first time. This measure reflects how long tasks were backlogged before they were assigned to an agent. Calculated as the difference between the task-assigned and task-creation timestamps, for tasks that were completed during the given time interval.		
<b>Calculation:</b> If "Finished Agent" metric is calculated: Accept Time / Finished Agent. Otherwise: Accept Time / Finished		<b>Used in:</b> <ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Capture Point Task Duration Report</li> <li>• Intraday Process Report</li> </ul>
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Avg Accept To Complete Time</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 100.0.076.0000		

<p><b>Description:</b> 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.</p>	
<p><b>Calculation:</b> If "Finished Agent" metric is calculated: <math>\text{Accept To Complete Time} / \text{Finished Agent}</math>, otherwise: <math>\text{Accept To Complete Time} / \text{Finished}</math></p>	<p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>Intraday Process Report</li> </ul>
<p><b>Media type:</b></p> <p><b>Data type:</b></p> <p><b>Metric type:</b></p>	
<p><b>Metric name: Avg Finish Time</b></p>	
<p><b>Folder:</b></p> <p>iWD</p>	
<p><b>Description:</b> 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 task-creation timestamps, for tasks that were completed during the given time interval.</p>	
<p><b>Calculation:</b> Calculated as <math>\text{iWD} &gt; \text{Finished Time} / \text{iWD} &gt; \text{Finished}</math>.</p>	<p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>Capture Point Business Value Report</li> <li>Capture Point Task Duration Report</li> <li>Intraday Process Report</li> </ul>
<p><b>Media type:</b></p> <p><b>Data type:</b></p> <p><b>Metric type:</b></p>	
<p><b>Metric name: Avg Handle Time</b></p>	
<p><b>Folder:</b></p> <p>iWD</p>	
<p><b>Description:</b> The average amount of agent work time for completed tasks during the given time interval. Calculated as (finished - assigned).</p>	
<p><b>Calculation:</b> If "Finished Agent" metric is calculated: <math>\text{Handle Time} / \text{Finished Agent}</math>, otherwise: <math>\text{Handle Time} / \text{Finished}</math></p>	<p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>Capture Point Task Duration Report</li> <li>Intraday Process Report</li> </ul>
<p><b>Media type:</b></p> <p><b>Data type:</b></p> <p><b>Metric type:</b></p>	
<p><b>Metric name: Avg Pre Source System Time</b></p>	
<p><b>Folder:</b></p> <p>iWD</p>	
<p><b>Description:</b> 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).</p>	
<p><b>Calculation:</b> Calculated as <math>\text{Pre Source System Time} / \text{Finished}</math>.</p>	<p><b>Used in:</b></p> <ul style="list-style-type: none"> <li>Capture Point Task Duration Report</li> </ul>
<p><b>Media type:</b></p>	

<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Avg Source System Time</b>		<b>Folder:</b> iWD
<b>Description:</b> 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.		
<b>Calculation:</b> Calculated as Source System Time / Finished		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Canceled</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> The total number of tasks of this classification that were canceled during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Canceled Agent</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> 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.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.
<b>Data type:</b> <b>Metric type:</b>		
		<b>Folder:</b>

<b>Metric name: Canceled Autocompleted</b> <b>Introduced:</b> 9.0.000.67		iWD
<b>Description:</b> The total number of tasks of this classification that were automatically canceled during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b> <ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Canceled NON Autocompleted</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD
<b>Description:</b> The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.		
<b>Calculation:</b> Calculated as Canceled - Canceled Autocompleted		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Canceled Overdue</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD
<b>Description:</b> The total number of canceled and rejected tasks of this classification that were overdue during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Completed</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD

<b>Description:</b> The total number of tasks of this classification that were completed during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Completed Agent</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD
<b>Description:</b> The total number of tasks that were completed during the reporting interval and in which one or more agents where involved.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Completed NON Agent</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD
<b>Description:</b> The total number of tasks of this classification that were completed during the reporting interval for tasks where no agents were involved.		
<b>Calculation:</b> Calculated as Completed - Completed Agent		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Completed Overdue</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD
<b>Description:</b> The total number of completed tasks of this classification that were overdue during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Intraday Process Report</li> </ul>
<b>Data type:</b>		

<b>Metric type:</b>		
<b>Metric name: Finish Time</b>		<b>Folder:</b> iWD
<b>Description:</b> Total amount of time before a task was completed. Similar to CMPL_TASK_AVG_ASSIGN_TIME. Calculated as the (task-completed - task-creation) timestamp for completed tasks during the given time interval.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Finished</b>		<b>Folder:</b> iWD
<b>Description:</b> 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.		
<b>Calculation:</b> Calculated as Completed + Canceled		<b>Used in:</b> <ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Capture Point Task Duration Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> <li>• Task Age Report</li> </ul>
<b>Media type:</b>		
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Finished Agent</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> 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.		
<b>Calculation:</b> Calculated as Completed Agent + Canceled Agent		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b>		
<b>Metric type:</b>		
		<b>Folder:</b>

<b>Metric name: Finished Overdue</b>		iWD
<b>Description:</b> The total number of completed tasks of this classification that were overdue during the reporting interval.		
<b>Calculation:</b> Calculated as Completed Overdue + Canceled Overdue		<b>Used in:</b> <ul style="list-style-type: none"><li>Intraday Process Report</li></ul>
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Finished Without Agent</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> The total number of tasks that were finished during the reporting interval and no agents were involved.		
<b>Calculation:</b> Calculated as Finished - Finished Agent		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Handle Time</b>		<b>Folder:</b> iWD
<b>Description:</b> Total agent work time for completed tasks during the given time interval. Calculated as (finished - assigned).		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: New</b>		<b>Folder:</b> iWD
<b>Description:</b> Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
<b>Calculation:</b>		<b>Used in:</b> <ul style="list-style-type: none"><li>Capture Point Business Value Report</li></ul>
<b>Media type:</b>		
<b>Data type:</b>		

<b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Task Duration Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Metric name: Pending</b>		<b>Folder:</b> iWD
<b>Description:</b> The number of tasks that have a status of Queued, Assigned, or Held, at the end of the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Intraday Process Report</li> <li>• Task Age Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Pending Overdue</b>		<b>Folder:</b> iWD
<b>Description:</b> 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.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Intraday Process Report</li> <li>• Task Age Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Pre Source System Time</b>		<b>Folder:</b> iWD
<b>Description:</b> 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.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Service Pending</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		

<b>Description:</b> This is an auxiliary metric that is used to calculate totals for the Pending metric.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Service Pending Overdue</b>		<b>Folder:</b> iWD
<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> This is an auxiliary metric that is used to calculate totals for the Pending Overdue metric.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Source System Time</b>		<b>Folder:</b> iWD
<b>Description:</b> 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.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		

Folder: iWD > Age

There are no metrics in this folder.

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## Folder: iWD > Agent

<b>Metric name: Accepted</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> The total number of tasks that the agent has handled during the given time interval.	
<b>Calculation:</b>	<b>Used in:</b>
<b>Media type:</b>	<ul style="list-style-type: none"><li>• Resource Performance Dashboard</li><li>• Resource Performance Report</li></ul>
<b>Data type:</b> <b>Metric type:</b>	
<b>Metric name: Avg Handle Time</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> The average amount of time that the agent spent working on a task.	
<b>Calculation:</b> Calculated as $iWD > Agent > Handle Time / iWD > Agent > Accepted$	<b>Used in:</b>
<b>Media type:</b>	<ul style="list-style-type: none"><li>• Resource Performance Dashboard</li><li>• Resource Performance Report</li></ul>
<b>Data type:</b> <b>Metric type:</b>	
<b>Metric name: Handle Time</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> The total amount of time that the agent spent working on a task.	
<b>Calculation:</b>	<b>Used in:</b>
<b>Media type:</b>	<ul style="list-style-type: none"><li>• Resource Performance Dashboard</li><li>• Resource Performance Report</li></ul>
<b>Data type:</b> <b>Metric type:</b>	
<b>Metric name: Max Handle Time</b>	<b>Folder:</b> iWD > Agent
<b>Description:</b> The longest amount of time that the agent spent working on any task.	
<b>Calculation:</b>	<b>Used in:</b>
<b>Media type:</b>	This metric is not used in any reports.
<b>Data type:</b> <b>Metric type:</b>	

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

Folder: iWD > Capture

There are no metrics in this folder.

Folder: iWD > Classification

There are no metrics in this folder.

Folder: iWD > Email

<b>Metric name: % Sent QA Review</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
<b>Description:</b> The percentage of sent emails that were send with QA review to customer.		
<b>Calculation:</b> Calculated as iWD > Email > Sent QA Review / iWD > Email > Sent without ACK		<b>Used in:</b> • Outbound Email Report
<b>Media type:</b> email		
<b>Data type:</b> <b>Metric type:</b>		

<b>Metric name: Agent Reply</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
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<b>Description:</b> The number of emails that agents replied to customer.		
<b>Calculation:</b>		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Outbound Email Report</li> </ul>
<b>Metric name: Agent Reply QA Review</b>		
<b>Introduced:</b> 9.0.019		
		<b>Folder:</b>
		iWD > Email
<b>Description:</b> The number of emails that agents replied with QA review to customer.		
<b>Calculation:</b>		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Outbound Email Report</li> </ul>
<b>Metric name: Agent Reply without QA Review</b>		
<b>Introduced:</b> 9.0.019		
		<b>Folder:</b>
		iWD > Email
<b>Description:</b> The number of emails that agents replied without QA review to customer.		
<b>Calculation:</b> Calculated as iWD > Email > Agent Reply - iWD > Email > Agent Reply QA Review		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Outbound Email Report</li> </ul>
<b>Metric name: Automated Reply</b>		
<b>Introduced:</b> 9.0.019		
		<b>Folder:</b>
		iWD > Email
<b>Description:</b> The number of automated replies were sent to the customer.		
<b>Calculation:</b>		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Outbound Email Report</li> </ul>
<b>Metric name: Canceled</b>		
		<b>Folder:</b>
		iWD > Email

<b>Introduced:</b> 9.0.000.67		
<b>Description:</b> The total number of tasks of this classification that were canceled during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Canceled Agent</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD > Email
<b>Description:</b> 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.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		This metric is not used in any reports.
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Canceled Autocompleted</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD > Email
<b>Description:</b> The total number of tasks of this classification that were automatically canceled during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Data type:</b>		
<b>Metric type:</b>		
<b>Metric name: Canceled NON Autocompleted</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD > Email

<b>Description:</b> The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.		
<b>Calculation:</b> Calculated as Canceled - Canceled Autocompleted		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Completed</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of tasks of this classification that were completed during the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b> <ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Completed Agent</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of tasks that were completed during the reporting interval and in which one or more agents were involved.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Completed NON Agent</b> <b>Introduced:</b> 9.0.000.67		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of tasks of this classification that were completed during the reporting interval for tasks where no agents were involved.		
<b>Calculation:</b> Calculated as Completed - Completed Agent		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		

<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Finished</b>		<b>Folder:</b> iWD > Email
<b>Description:</b> 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.		
<b>Calculation:</b> Calculated as Completed + Canceled		<b>Used in:</b>
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Capture Point Task Duration Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> <li>• Task Age Report</li> </ul>
<b>Metric name: New</b>		<b>Folder:</b> iWD > Email
<b>Description:</b> Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b> <b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>• Capture Point Business Value Report</li> <li>• Capture Point Task Duration Report</li> <li>• Customer Segment Service Level Report</li> <li>• Intraday Process Report</li> </ul>
<b>Metric name: Other</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
<b>Description:</b> Total number of Outbound emails not including Unsolicited, Agent Reply, Automated Reply and Acknowledgements.		
<b>Calculation:</b> "iWD\Email\Sent" - "iWD\Email\Unsolicited" - "iWD\Email\Agent Reply" - "iWD\Email\Automated Reply" - "iWD\Email\Sent ACK"		<b>Used in:</b>
<b>Media type:</b> email		<ul style="list-style-type: none"> <li>• Outbound Email Report</li> </ul>

<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Pending</b>		<b>Folder:</b> iWD > Email
<b>Description:</b> The number of tasks that have a status of Queued, Assigned, or Held, at the end of the reporting interval.		
<b>Calculation:</b>		<b>Used in:</b>
<b>Media type:</b>		<ul style="list-style-type: none"> <li>Intraday Process Report</li> <li>Task Age Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Sent</b>		<b>Folder:</b> iWD > Email
<b>Introduced:</b> 9.0.019		
<b>Description:</b> The number of outbound emails that were sent to customer.		
<b>Calculation:</b> Sum(IF("iWD\Agent\Interaction Type"@ "Interaction Type" = "Outbound", "CMPL_TASK_COUNT", 0))		<b>Used in:</b>
<b>Media type:</b> email		<ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Sent ACK</b>		<b>Folder:</b> iWD > Email
<b>Introduced:</b> 9.0.019		
<b>Description:</b> The number of acknowledgements that were sent to the customer.		
<b>Calculation:</b> Sum(IF("iWD\Agent\Interaction Subtype"@ "Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))		<b>Used in:</b>
<b>Media type:</b> email		<ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Sent QA Review</b>		<b>Folder:</b> iWD > Email
<b>Introduced:</b> 9.0.019		

<b>Description:</b> The total number of outbound emails that were send with QA review to customer.		
<b>Calculation:</b> Sum("CMPL_QA_REVIEW_COUNT")		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Metric name: Sent without ACK</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.019		iWD > Email
<b>Description:</b> The number of outbound emails without Acknowledgements that were sent to customer.		
<b>Calculation:</b> "iWD\Email\Sent" - "iWD\Email\Sent ACK"		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		<ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Metric name: Sent without QA Review</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.019		iWD > Email
<b>Description:</b> The total number of outbound emails that were sent without QA review to customer.		
<b>Calculation:</b> "iWD\Email\Sent" - "iWD\Email\Sent QA Review"		
<b>Media type:</b> email		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		This metric is not used in any reports.
<b>Metric name: Service Pending</b>		<b>Folder:</b>
<b>Introduced:</b> 9.0.000.67		iWD > Email
<b>Description:</b> This is an auxiliary metric that is used to calculate totals for the Pending metric.		
<b>Calculation:</b>		
<b>Media type:</b>		<b>Used in:</b>
<b>Data type:</b> <b>Metric type:</b>		This metric is not used in any reports.
		<b>Folder:</b>

<b>Metric name: Standard Response</b> <b>Introduced:</b> 9.0.019		iWD > Email
<b>Description:</b> The total number of standard responses that were sent to the customer.		
<b>Calculation:</b> Sum("CMPL_TASK_COUNT Standard Response")		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b> email  <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Unsolicited</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of unsolicited messages that were sent to customer.		
<b>Calculation:</b> Sum(IF("iWD\Agent\Interaction Subtype"@Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))		<b>Used in:</b> <ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Media type:</b> email  <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Unsolicited QA Review</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of unsolicited emails that were sent with without QA review to customer.		
<b>Calculation:</b> Sum(IF("iWD\Agent\Interaction Subtype"@Interaction Subtype" = "OutboundNew", "CMPL_QA_REVIEW_COUNT", 0))		<b>Used in:</b> <ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Media type:</b> email  <b>Data type:</b> <b>Metric type:</b>		
<b>Metric name: Unsolicited without QA Review</b> <b>Introduced:</b> 9.0.019		<b>Folder:</b> iWD > Email
<b>Description:</b> The total number of unsolicited emails that were sent without QA review to customer.		
<b>Calculation:</b> "iWD>Email\Unsolicited" - "iWD>Email\Unsolicited		<b>Used in:</b>

QA Review"		<ul style="list-style-type: none"> <li>Outbound Email Report</li> </ul>
<b>Media type:</b> email		
<b>Data type:</b> <b>Metric type:</b>		

Folder: iWD > Queue

There are no metrics in this folder.

Folder: iWD > Service Objects

<b>Metric name: Duration</b>		<b>Folder:</b> iWD > Service Objects
<b>Description:</b> Total amount of time that elapsed during job execution.		
<b>Calculation:</b> Calculated based on the creation timestamp for the job during the given time interval (ETL_AUDIT_START_TIME) , and the finish time (ETL_AUDIT_FINISH_TIME).		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		

<b>Metric name: Extracted Events Amount</b>		<b>Folder:</b> iWD > Service Objects
<b>Description:</b> The total number of loaded events during job or batch run.		
<b>Calculation:</b>		<b>Used in:</b> This metric is not used in any reports.
<b>Media type:</b>		
<b>Data type:</b> <b>Metric type:</b>		

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Folder: iWD > Time

There are no metrics in this folder.