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Genesys CX Insights Multicloud Projects Reference Guide

IWD Metrics

9/16/2025

Contents

- 1 Folder: iWD
- 2 Folder: iWD > Age
- 3 Folder: iWD > Agent
- 4 Folder: iWD > Capture
- 5 Folder: iWD > Classification
- 6 Folder: iWD > Email
- 7 Folder: iWD > Queue
- 8 Folder: iWD > Service Objects
- 9 Folder: iWD > Time

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

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 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

- % Finished Overdue
- Accept Time
- % Completed Overdue

% Canceled Autocompleted

• % Finished

- Accept To Complete TimeAvg 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

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

Description: The percentage of automatically canceled tasks, in that were completed.	relative to the the total number of tasks
Calculation: Calculated as iWD > Canceled Autocompleted / iWD > Finished Media type: Data type: Metric type:	 Used in: Customer Segment Service Level Report 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.	ate that were overdue during the
Calculation: Calculated as iWD > Completed Overdue / iWD > Completed	Used in:
Media type: Data type: Metric type:	Intraday Process Report
Metric name: % Finished	Folder: 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: Data type: Metric type:	 Customer Segment Service Level 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: Data type: Metric type:	 Intraday Process Report

Metric name: Accept Time		Folder: iWD
measure reflects how long task	s were backlogged before being	vas 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
Description: 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.		
Calculation: If "Finished Agent Time / Finished Agent. Otherwis		Used in:
Media type:		Capture Point Business Value Report
Data type:		Capture Point Task Duration Report
Metric type:		Intraday Process Report
Metric name: Avg Accept T	o Complete Time	Folder:
Introduced: 100.0.076.0000		iWD

time to the time when a task w	as completed. This is calculated a uring the given time interval. This	ime when a task was assigned for the first as the (task-finished - task-assigned) s measure reflects how long tasks were
Calculation: If "Finished Agent To Complete Time / Finished Ag Complete Time / Finished		Used in:
Media type:		Intraday Process Report
Data type: Metric type:		
Metric name: Avg Finish Ti	me	Folder: iWD
CMPL_TASK_AVG_ASSIGN_TIME.		ore a task was completed. Similar to ween the task-completed and task- given time interval.
Calculation: Calculated as iWE Finished.	D > Finished Time / iWD >	Used in:
Media type:		Capture Point Business Value Report
		Capture Point Task Duration Report
Data type:		later des Deceses Deces
Metric type:		Intraday Process Report
Metric name: Avg Handle T	īme	• Intraday Process Report Folder: iWD
Metric name: Avg Handle T	ount of agent work time for comp	Folder:
Metric name: Avg Handle T Description: The average amo	ount of agent work time for comp led). " metric is calculated: Handle	Folder: iWD
Metric name: Avg Handle T Description: The average amo Calculated as (finished – assign Calculation: If "Finished Agent	ount of agent work time for comp led). " metric is calculated: Handle	Folder: iWD leted tasks during the given time interval.
Metric name: Avg Handle T Description: The average amo Calculated as (finished – assign Calculation: If "Finished Agent Time / Finished Agent, otherwise	ount of agent work time for comp led). " metric is calculated: Handle	Folder: iWD leted tasks during the given time interval. Used in:
Metric name: Avg Handle T Description: The average amo Calculated as (finished - assign Calculation: If "Finished Agent Time / Finished Agent, otherwis Media type: Data type:	ount of agent work time for comp led). " metric is calculated: Handle	Folder: iWD Ileted tasks during the given time interval. Used in: • Capture Point Task Duration Report • Intraday Process Report
Metric name: Avg Handle T Description: The average amo Calculated as (finished - assign Calculation: If "Finished Agent Time / Finished Agent, otherwis Media type: Data type:	ount of agent work time for comp led). " metric is calculated: Handle e: Handle Time / Finished	Folder: iWD Ileted tasks during the given time interval. Used in: • Capture Point Task Duration Report
Metric name: Avg Handle T Description: The average amo Calculated as (finished - assign Calculation: If "Finished Agent Time / Finished Agent, otherwis Media type: Data type: Metric type: Metric name: Avg Pre Sour Description: For completed ta	ount of agent work time for comp led). " metric is calculated: Handle e: Handle Time / Finished	Folder: iWD Deted tasks during the given time interval. Used in: • Capture Point Task Duration Report • Intraday Process Report Folder: iWD source system time for completed tasks
Metric name: Avg Handle T Description: The average amo Calculated as (finished - assign Calculation: If "Finished Agent Time / Finished Agent, otherwis Media type: Data type: Metric type: Metric name: Avg Pre Sour Description: For completed ta	ount of agent work time for comp led). " metric is calculated: Handle e: Handle Time / Finished cce System Time sks, the average amount of pre-s Calculated as (source created – f	Folder: iWD Deted tasks during the given time interval. Used in: • Capture Point Task Duration Report • Intraday Process Report Folder: iWD source system time for completed tasks

Data type: Metric type:		
Metric name: Avg Source S	ystem Time	Folder: iWD
before they were submitted to an extended attribute (sourceC	and created within iWD. The created DateTime) that must be presented by the treated bate of the two system created by the two systems are system created by the two systems are systems.	that tasks spent in the preceding system ation timestamp from the source system is rovided by the source system. Calculated eation timestamps, for tasks that were
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		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:		
Data type:		Customer Segment Service Level Report
Metric type:		Intraday Process Report
Metric name: Canceled Age	ent	Folder:
Introduced: 9.0.000.67		iWD
	r of tasks of this classification than ncludes only tasks where an agen	at were finished (completed or canceled) at was involved.
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
		Folder:
		I VINCI I

Metric name: Canceled Autocompleted		
Introduced: 9.0.000.67	iWD	
Description: The total number of tasks of this classification that were automatically canceled during the reporting interval.		
Calculation:	Used in:	
Media type:	Capture Point Business Value Report	
Data type:	Customer Segment Service Level Report	
Metric type:	Intraday Process Report	
	including Process Report	
Metric name: Canceled NON Autocompleted	Folder:	
Introduced: 9.0.000.67	iWD	
Description: The total number of canceled tasks in this class canceled during the reporting period.	ification that were not automatically	
Calculation: Calculated as Canceled - Canceled Autocompleted		
Media type:	Used in:	
Data type:	This metric is not used in any reports.	
Metric type:		
Metric name: Canceled Overdue	Folder:	
Introduced: 9.0.000.67	iWD	
Description: The total number of canceled and rejected task during the reporting interval.	s of this classification that were overdue	
Calculation:		
Media type:	Used in:	
Data type: Metric type:	This metric is not used in any reports.	
Metric name: Completed	Folder:	
Introduced: 9.0.000.67	iWD	

Description: The total number interval.	of tasks of this classification tha	at were completed during the reporting
Calculation:		Used in:
Media type: Data type: Metric type:		 Capture Point Business Value Report Customer Segment Service Level Report Intraday Process Report
Metric name: Completed Ag	ent	Folder:
Introduced: 9.0.000.67		iWD
Description: The total number one or more agents where involved		uring the reporting interval and in which
Calculation:		Head in
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Completed NO	ON Agent	Folder:
Metric name: Completed NC Introduced: 9.0.000.67	DN Agent	Folder: iWD
Introduced: 9.0.000.67	of tasks of this classification that	
Introduced: 9.0.000.67 Description: The total number	of tasks of this classification thats were involved.	iWD at were completed during the reporting
Introduced: 9.0.000.67 Description: The total number interval for tasks where no agen	of tasks of this classification thats were involved.	iWD at were completed during the reporting Used in:
Introduced: 9.0.000.67 Description: The total number interval for tasks where no agen Calculation: Calculated as Com	of tasks of this classification thats were involved.	iWD at were completed during the reporting
Introduced: 9.0.000.67 Description: The total number interval for tasks where no agen Calculation: Calculated as Com Media type: Data type:	of tasks of this classification thats were involved. apleted - Completed Agent	iWD at were completed during the reporting Used in:
Introduced: 9.0.000.67 Description: The total number interval for tasks where no agen Calculation: Calculated as Com Media type: Data type: Metric type:	of tasks of this classification thats were involved. apleted - 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 agen Calculation: Calculated as Com Media type: Data type: Metric type: Metric name: Completed Ov Introduced: 9.0.000.67	of tasks of this classification thats were involved. apleted - Completed Agent	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 number interval for tasks where no agen Calculation: Calculated as Com Media type: Data type: Metric type: Metric type: Data type: Metric name: Completed Ov Introduced: 9.0.000.67 Description: The total number	of tasks of this classification thats were involved. apleted - Completed Agent	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 number interval for tasks where no agen Calculation: Calculated as Com Media type: Data type: Metric type: Metric type: Description: The total number introduced: 9.0.000.67 Description: The total number interval.	of tasks of this classification thats were involved. apleted - Completed Agent	iWD at were completed during the reporting Used in: This metric is not used in any reports. Folder: iWD ification that were overdue during the

Metric type:		
Metric name: Finish Time		Folder: iWD
		l. Similar to ed – task-creation) timestamp for
Calculation:		
Media type:		Used in:
Data type: Metric type:		This metric is not used in any reports.
Metric name: Finished		Folder: iWD
	of tasks of this classification that of IWD > Completed and IWD >	t were completed during the reporting Canceled.
Calculation: Calculated as Cor	mpleted + 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 Age Introduced: 9.0.000.67	nt	Folder: iWD
	r of tasks of this classification tha r tasks where an agent was invol	t were finished (completed or canceled) ved.
Calculation: Calculated as Cor Agent	npleted Agent + Canceled	Used in:
Media type: Data type: Metric type:		This metric is not used in any reports.
		Folder:

Metric name: Finished Overdue	iWD
Description: The total number of completed tasks of this class reporting interval.	sification that were overdue during the
Calculation: Calculated as Completed Overdue + Canceled Overdue	Used in:
Media type:	Intraday Process Report
Data type: Metric type:	
Metric name: Finished Without Agent	Folder:
Introduced: 9.0.000.67	iWD
Description: The total number of tasks that were finished dur were involved.	ing the reporting interval and no agents
Calculation: Calculated as Finished - Finished Agent	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Handle Time	Folder: iWD
Description: Total agent work time for completed tasks during (finished – assigned).	g the given time interval. Calculated as
Calculation:	Used in:
Media type:	
Data type: Metric type:	This metric is not used in any reports.
	Folder:
Metric name: New	iWD
Description: Number of new tasks that were submitted to iW counted only after it has been classified.	D during the given time interval. The task is
Calculation:	Used in:
Media type:	Capture Point Business Value Report

Metric type:		 Capture Point Task Duration Report Customer Segment Service Level Report Intraday Process Report
Metric name: Pending		Folder: iWD
Description: The number of ta reporting interval.	asks that have a status of Queueo	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
		ueued, Assigned, or Held, at the end of A 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: iWD
	the difference between the time	hat were then completed during the the task was created in the pre-source
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Service Pend Introduced: 9.0.000.67	ing	Folder: iWD

Description: This is an auxiliary metric that is used to calculat	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 Pending Overdue	Folder:
Introduced: 9.0.000.67	iWD
Description: This is an auxiliary metric that is used to calculat	e totals for the Pending Overdue metric.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
	Total and
Metric name: Source System Time	Folder:
Description: Total amount of time that tasks spent in the prec to and created within iWD. The creation timestamp from the so (sourceCreatedDateTime) that must be provided by the source between the iWD and source system creation timestamps, for t time interval.	urce system is an extended attribute system. Calculated as the difference
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		Folder: iWD > Agent
Description: The total number	r of tasks that the agent has han	dled during the given time interval.
Media type: Data type: Metric type:		 Resource Performance Dashboard Resource Performance Report
Metric name: Avg Handle T	ïme	Folder: iWD > Agent
Description: The average amo	ount of time that the agent spent	working on a task.
Calculation: Calculated as iWE > Agent > Accepted	D > Agent >Handle Time / iWD	Used in:
Media type:		Resource Performance Dashboard
Data type: Metric type:		Resource Performance Report
Metric name: Handle Time		Folder: iWD > Agent
	of time that the agent spent wo	iWD > Agent
	of time that the agent spent wo	iWD > Agent
Description: The total amount	of time that the agent spent wo	iWD > Agent rking on a task.
Description: The total amount Calculation: Media type: Data type:		iWD > Agent rking on a task. Used in: • Resource Performance Dashboard
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Max Handle T		iWD > Agent rking on a task. Used in: • Resource Performance Dashboard • Resource Performance Report Folder: iWD > Agent
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Max Handle T	Гime	<pre>iWD > Agent iWD > Agent rking on a task. Used in: • Resource Performance Dashboard • Resource Performance Report Folder: iWD > Agent working on any task.</pre>
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Max Handle T Description: The longest amou	Гime	iWD > Agent rking on a task. Used in: • Resource Performance Dashboard • Resource Performance Report Folder: iWD > Agent
Description: The total amount Calculation: Media type: Data type: Metric type: Metric name: Max Handle T Description: The longest amount Calculation:	Гime	<pre>iWD > Agent iWD > Agent rking on a task. Used in: Resource Performance Dashboard Resource Performance Report Folder: iWD > Agent working on any task. </pre>

Metric name: Min Handle T	ime	Folder: iWD > Agent
Description: The shortest amo	ount of time that the agent spent	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 Rev Introduced: 9.0.019	view	Folder: iWD > Email
Description: The percentage of	f sent emails that were send wit	h QA review to customer.
Calculation: Calculated as iWD iWD > Email > Sent without ACK Media type: email Data type: Metric type:		Used in: • Outbound Email Report
Metric name: Agent Reply Introduced: 9.0.019		Folder: iWD > Email

Description: The number of emails that agents replied to costoner: Used in: Metric name: Agent Reply QA Review Folder: Introduced: 9.0019 IWD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Metric name: Agent Reply without QA Review Used in: Metric name: Agent Reply without QA Review Folder: Metric name: Agent Reply without QA Review Folder: Introduced: 9.0.019 VD > Email Metric name: Agent Reply without QA Review Folder: Introduced: 9.0.019 WD > Email Description: The number of emails that agents replied without QA review to customer. Calculation: Calculation: Calculated as iWD > Email > Agent Reply - iWD > Email > Agent Reply QA Review Media type: email Description: The number of emails that agents replied without QA review to customer. Calculation: Calculated as iWD > Email > Agent Reply - iWD > Email > Outbound Email Report Metric name: Automated Reply WD > Email Description: The number of automated replies were sent to the customer. Calculation: Outbound Email Report Metric name: Automated replies were sent to the customer. Calculation: Outbound Email Report <th>Description: The number of emails that agents replied to custo</th> <th>omer</th>	Description: The number of emails that agents replied to custo	omer
Media type: email Used in: Media type: • Outbound Email Report Metric name: Agent Reply QA Review Folder: Introduced: 90.019 IWD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Used in: Metric trame: Agent Reply without QA Review • Outbound Email Report Metric name: Agent Reply without QA Review • Outbound Email Report Introduced: 9.0.019 IWD > Email Description: The number of emails that agents replied without QA review to customer. Calculation: • Outbound Email Report 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 > Email > Agent Reply QA Review Used in: • Outbound Email Report Media type: email > Outbound Email Report • Outbound Email Report Media type: email > Demail > Agent Reply - IWD > Email • Outbound Email Report Media type: email > Demail > Agent Reply - IWD > Email • Outbound Email Report Media type: email > Demail > Agent		oniei.
Data type: • Outbound Email Report Metric name: Agent Reply QA Review Introduced: 9.0.019 Folder: Introduced: 9.0.019 WD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Media type: email Used in: Data type: • Outbound Email Report Metric name: Agent Reply without QA Review Introduced: 9.0.019 • Outbound Email Report Metric name: Agent Reply without QA Review Introduced: 9.0.019 Folder: Introduced: 9.0.019 WD > 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 Introduced: 9.0.019 Used in: Media type: email • Outbound Email Report Metric type: WD > Email > Agent Reply - iWD Prescription: The number of automated replies were sent to the customer. Calculation: WD > Email Description: The number of automated replies were sent to the customer. Calculation: Used in: WD > Email • Outbound Email Report Metric type: • Outbound Email Report Metric type: • Outbound Email Report		Used in:
Metric type: Folder: Introduced: 9.0.019 IND > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Media type: email Used in: • Outbound Email Report • Outbound Email Report Metric type: Introduced: 9.0.019 Metric type: Introduced: 9.0.019 Metric type: • Outbound Email Report Metric type: Folder: Introduced: 9.0.019 IND > Email Description: The number of emails that agents replied without QA review to customer. Calculation: VB > Email VB > Email Description: The number of emails that agents replied without QA review to customer. Calculation: VB > Email Semail > Agent Reply QA Review Used in: Media type: email • Outbound Email Report Metric type: • Outbound Email Report Metric type: · Outbound Email Introduced: 9.0.019 WD > Email Description: The number of automated replies were sent to the customer. Calculation: WD > Email · Outbound Email Report Metric name: Automated replies were sent to the customer. Calculation:	Media type: email	Outhoursd Erecil Depart
Metric name: Agent Reply QA Review Folder: INTOduced: 9.0.019 Introduced: 9.0.019 WD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Media type: email Used in: • Outbound Email Report Data type: Metric name: Agent Reply without QA Review Introduced: 9.0.019 Folder: IND > Email Description: The number of emails that agents replied without QA review to customer. Calculation: Calculation: Calculated as IWD > Email > Agent Reply - IWD > Email > Agent Reply QA Review Used in: • Outbound Email Report Metric name: Automated Reply Introduced: 9.0.019 Folder: IND > Email • Outbound Email Report Metric name: Automated Reply Introduced: 9.0.019 Folder: IND > Email • Outbound Email Report Metric name: Automated replies were sent to the customer. Calculation: IND > Email • Outbound Email Report Metric name: Automated replies were sent to the customer. Calculation: IND > Email • Outbound Email Report Media type: email Description: The number of automated replies were sent to the customer. • Outbound Email Report Media type: email Description: The number of automated replies were sent to the customer. • Outbound Email Report Media type: • Outbound Email Report • Outbound Email Report		Outbound Email Report
Introduced: 9.0.019 IWD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Used in: Media type: email • Outbound Email Report 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 Description: Calculated as IWD > Email > Agent Reply - IWD > Email Permit > Agent Reply QA Review Used in: Metric name: Automated Reply • Outbound Email Report Metric name: Automated Reply Folder: Introduced: 9.0.019 IWD > Email Metric name: Automated Reply IWD > Email Description: The number of automated replies were sent to the customer. • Outbound Email Report Introduced: 9.0.019 IWD > Email • Outbound Email Report Metric name: Automated Reply IWD > Email • Outbound Email Report Introduced: 9.0.019 IWD > Email • Outbound Email Report Metric type: IMD > Email • Outbound Email Report Metric type: • Outbound Email Report • Outbound E		
Introduced: 9.0.019 IWD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Used in: Media type: email • Outbound Email Report 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 P = Email > Agent Reply QA Review Used in: Metric name: Automated Reply • Outbound Email Report Metric name: Automated Reply Folder: Introduced: 9.0.019 IWD > Email Description: The number of automated replies were sent to the customer. Calculation: • Outbound Email Report Metric name: Automated Reply IWD > Email Description: The number of automated replies were sent to the customer. Calculation: Introduced: 9.0.019 Used in: • Outbound Email Report Metric name: Automated Reply IWD > Email • Outbound Email Report Metric type: Imail • Outbound Email Report Metric type: • Outbound Email Report • Outbound Email Report		
Introduced: 9.0.019 WD > Email Description: The number of emails that agents replied with QA review to customer. Calculation: Used in: Media type: email 0.019 Metric name: Agent Reply without QA Review Folder: Introduced: 9.0.019 WD > Email Description: The number of emails that agents replied without QA review to customer. Calculation: Calculation: Metric calculated as iWD > Email > Agent Reply - iWD > Email Used in: • Outbound Email Report Used in: • Outbound Email PAgent Reply QA Review Used in: Media type: email > Agent Reply - iWD > Email Data type: @ Outbound Email Report Media type: email > Outbound Email Report Metric name: Automated Reply WD > Email Description: The number of automated replies were sent to the customer. Calculation: Media type: email Used in: Description: The number of automated replies were sent to the customer. Calculation: Media type: email Description: The number of automated replies were sent to the customer. Calculation: Weel in:: • Outbound Email Report Metric type: . • Ou	Metric name: Agent Reply QA Review	Folder:
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Calculation: Used in: Media type: email • Outbound Email Report Data type: • Outbound Email Report Metric name: Canceled Folder:		
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Metric name: Canceled Folder:		Outbound Email Report
Metric name: Canceled	метгіс туре:	
Metric name: Canceled		
	Metric name: Canceled	Folder:
		iWD > Email

Introduced: 9.0.000.67	
Description: The total number of tasks of tinterval.	his classification that were canceled during the reporting
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 Agent	Folder:
Introduced: 9.0.000.67	iWD > Email
Description: The total number of tasks of during the reporting interval. Includes only	this classification that were finished (completed or canceled) tasks where an agent was involved.
Calculation:	
Media type:	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Canceled Autocomplete	d Folder:
Introduced: 9.0.000.67	iWD > Email
Description: The total number of tasks of reporting interval.	his classification that were automatically canceled during the
Calculation:	Used in:
Media type:	Capture Point Business Value Report
Data type:	 Customer Segment Service Level Report
Metric type:	Intraday Process Report
Matria name: Canada d NON Ast	whethered
Metric name: Canceled NON Autocom Introduced: 9.0.000.67	pleted Folder: iWD > Email

Description: The total number of canceled tasks in this cl canceled during the reporting period.	assification that were not automatically
Calculation: Calculated as Canceled - Canceled Autocompleted	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 tasks of this classification interval.	on that 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 Agent	Folder:
Metric name: Completed Agent Introduced: 9.0.000.67	Folder: iWD > Email
	iWD > Email
Introduced: 9.0.000.67 Description: The total number of tasks that were completed	iWD > Email red during the reporting interval and in which
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved.	iWD > Email ced during the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved. Calculation:	iWD > Email red during the reporting interval and in which
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved. Calculation: Media type: Data type:	iWD > Email ced during the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved. Calculation: Media type: Metric type: Metric type:	iWD > Email red during 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 tasks that were complete one or more agents where involved. Calculation: Media type: Data type: Metric type: Metric name: Completed NON Agent	iWD > Email ced during the reporting interval and in which Used in:
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved. Calculation: Media type: Metric type: Metric type:	iWD > Email red during 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 tasks that were complete one or more agents where involved. Calculation: Media type: Data type: Metric type: Metric name: Completed NON Agent	iWD > Email iwd > Email iwd > Email iwd + reporting interval and in which Used in: This metric is not used in any reports. Folder: iWD > Email
Introduced: 9.0.000.67 Description: The total number of tasks that were complete one or more agents where involved. Calculation: Media type: Data type: Metric type: Metric type: Data type: Metric name: Completed NON Agent Introduced: 9.0.000.67 Description: The total number of tasks of this classification	iWD > Email iwd variable in the reporting interval and in which Used in: This metric is not used in any reports. Folder: iWD > Email on that were completed during the reporting

Data type: Metric type:		
Metric name: Finished		Folder: iWD > Email
	r of tasks of this classification that of IWD $>$ Completed and IWD $>$	at were completed during the reporting Canceled.
Calculation: Calculated as Cor	mpleted + 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 t counted only after it has been of		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 G and Acknowledgements.	Dutbound emails not including Ur	nsolicited, Agent Reply, Automated Reply
Calculation: "iWD\Email\Sent" "iWD\Email\Agent Reply" - "iWD "iWD\Email\Sent ACK"		Used in:Outbound Email Report
Media type: email		

Data type: Metric type:	
Metric name: Pending	Folder: iWD > Email
Description: The number of tasks that have a status of Queue reporting interval.	ed, 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 Data type: Metric type:	Outbound Email Report
Metric name: Sent ACK	Folder:
Introduced: 9.0.019	iWD > Email
Description: The number of acknowledgements that were set	nt to the customer.
Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundAcknowledgement", "CMPL_TASK_COUNT", 0))	Used in:
Media type: email Data type: Metric type:	Outbound Email Report
Metric name: Sent QA Review	Folder:
Introduced: 9.0.019	iWD > Email

Description: The total number of outbound emails that were s	end with QA review to customer.		
Calculation: Sum("CMPL_QA_REVIEW_COUNT")	Here d has		
Media type: email	Used in:		
Data type: Metric type:	Outbound Email Report		
Metric name: Sent without ACK	Folder:		
Introduced: 9.0.019	iWD > Email		
Description: The number of outbound emails without Acknowl	edgements that were sent to customer.		
Calculation: "iWD\Email\Sent" - "iWD\Email\Sent ACK" Media type: email	Used in:		
	Outbound Email Report		
Data type: Metric type:			
Metric name: Sent without QA Review	Folder:		
Introduced: 9.0.019	iWD > Email		
Description: The total number of outbound emails that were s	ent 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 name: Service Pending	Total and		
Introduced: 9.0.000.67	Folder:		
Introduced: 9.0.000.07	iWD > Email		
Description: This is an auxiliary metric that is used to calculat	e totals for the Pending metric.		
Calculation:			
Media type:	Used in:		
Data type:	This metric is not used in any reports.		
Metric type:			
	Total and		
	Folder:		

Metric name: Standard Response	
Introduced: 9.0.019	iWD > Email
intouteur 5.0.015	
Description: The total number of standard responses that were	e sent to the customer.
Calculation: Sum("CMPL_TASK_COUNT Standard Response")	
Media type: email	Used in:
Data type: Metric type:	This metric is not used in any reports.
Metric name: Unsolicited	Folder:
Introduced: 9.0.019	iWD > Email
Description: The total number of unsolicited messages that we	ere sent to customer.
Calculation: Sum(IF("iWD\Agent\Interaction	
Subtype"@"Interaction Subtype" = "OutboundNew",	Used in
"CMPL_TASK_COUNT", 0))	Used in:
Media type: email	Outbound Email Report
Data type: Metric type:	
Metric name: Unsolicited QA Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The total number of unsolicited emails that were	sent with without QA review to customer.
Calculation: Sum(IF("iWD\Agent\Interaction	
Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_QA_REVIEW_COUNT", 0))	Used in:
Media type: email	a Outhound Empil Donort
Data type:	Outbound Email Report
Metric type:	
Metric name: Unsolicited without QA Review	
Introduced: 9.0.019	Folder:
Intiouuced. 3.0.019	iWD > Email
Description: The total number of unsolicited emails that were	sent without QA review to customer.
Calculation: "iWD\Email\Unsolicited" - "iWD\Email\Unsolicited	Used in:

QA Review"	
Media type: 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 t	ime that elapsed during job exec	ution.
Calculation: Calculated based the job during the given time in (ETL_AUDIT_START_TIME) , and (ETL_AUDIT_FINISH_TIME).	iterval	Used in:
Media type: Data type:		This metric is not used in any reports.
Metric type:		
Metric name: Extracted Ev		Folder:
	ents Amount	iWD > Service Objects
	ents Amount r of loaded events during job or b	iWD > Service Objects
		iWD > Service Objects

Folder: iWD > Time

There are no metrics in this folder.