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Genesys CX Insights Multicloud Projects Reference Guide

IWD Metrics

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Contents

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

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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

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- There are no metrics in this folder

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- There are no metrics in this folder

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iWD > Queue

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iWD > Service Objects

- Duration
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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, relative to the the total number of tasks that were completed.	
Calculation: Calculated as iWD > Canceled Autocompleted / iWD > Finished	**Used in:**
Media type: **Data type:** **Metric type:**	• Customer Segment Service Level Report • Intraday Process Report

Metric name: % Completed Overdue **Introduced:** 100.0.076.0000	**Folder:** iWD
Description: The percentage of completed tasks of this aggregate that were overdue during the reporting interval.	
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 were completed during the reporting interval.	
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 aggregate that were overdue during the reporting interval.	
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

Description: 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.

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

Metric name: Accept To Complete Time	Folder:
Introduced: 100.0.076.0000	iWD

Description: 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.

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

Metric name: Avg Accept Time	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" metric is calculated: Accept Time / Finished Agent. Otherwise: Accept Time / Finished		Used in:
Media type:		• Capture Point Business Value Report
Data type: **Metric type:**		• Capture Point Task Duration Report
		• Intraday Process Report

Metric name: Avg Accept To Complete Time	Folder:
Introduced: 100.0.076.0000	iWD

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 Complete Time / Finished		Used in:
Media type:		• Intraday Process Report
Data type: **Metric type:**		

Metric name: Avg Finish Time	Folder: 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 task-creation timestamps, for tasks that were completed during the given time interval.

Calculation: Calculated as iWD > Finished Time / iWD > Finished.		Used in:
Media type:		• Capture Point Business Value Report
Data type: **Metric type:**		• Capture Point Task Duration Report
		• Intraday Process Report

Metric name: Avg Handle Time	Folder: 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 Time / Finished Agent, otherwise: Handle Time / Finished		Used in:
Media type:		• Capture Point Task Duration Report
Data type: **Metric type:**		• Intraday Process Report

Metric name: Avg Pre Source System Time	Folder: 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 / Finished.		Used in:
Media type:		• Capture Point Task Duration Report

Data type:		
Metric type:		

Metric name: Avg Source 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 Source System Time / Finished

Media type:		Used in:
Data type:		• Capture Point Report
Metric type:		

Metric name: Canceled	Folder:
Introduced: 9.0.000.67	iWD

Description: The total number of tasks of this classification that were 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

Metric name: Canceled Agent	Folder:
Introduced: 9.0.000.67	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:		Used in:
Media type:		This metric is not used in any reports.
Data type:		
Metric type:		

	Folder:

Metric name: Canceled Autocompleted	iWD
Introduced: 9.0.000.67	

Description: The total number of tasks of this classification that were automatically 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 NON Autocompleted	**Folder:**
Introduced: 9.0.000.67	iWD

Description: The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.	
Calculation: Calculated as Canceled - Canceled Autocompleted	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Canceled Overdue	**Folder:**
Introduced: 9.0.000.67	iWD

Description: The total number of canceled and rejected tasks of this classification that were overdue during the reporting interval.	
Calculation:	**Used in:**
Media type: **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 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

Metric name: Completed Agent **Introduced:** 9.0.000.67	**Folder:** iWD
Description: The total number of tasks that were completed during the reporting interval and in which one or more agents where involved.	
Calculation:	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Completed NON Agent **Introduced:** 9.0.000.67	**Folder:** iWD
Description: The total number of tasks of this classification that were completed during the reporting interval for tasks where no agents were involved.	
Calculation: Calculated as Completed - Completed Agent	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Completed Overdue **Introduced:** 9.0.000.67	**Folder:** iWD
Description: The total number of completed tasks of this classification that were overdue during the reporting interval.	
Calculation:	**Used in:**
Media type: **Data type:**	• Intraday Process Report

Metric type:		

Metric name: Finish Time	Folder: iWD

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

	Folder:

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 Completed Overdue + Canceled Overdue	**Used in:**
Media type: **Data type:** **Metric type:**	• Intraday Process Report

Metric name: Finished Without Agent **Introduced:** 9.0.000.67	**Folder:** iWD
Description: The total number of tasks that were finished during the reporting interval and no agents were involved.	

Calculation: Calculated as Finished - Finished Agent	**Used in:**
Media type: **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 the given time interval. Calculated as (finished – assigned).	

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

Metric name: New	**Folder:** iWD
Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.	

Calculation:	**Used in:**
Media type: **Data 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 tasks that have a status of Queued, Assigned, or Held, at the end of the reporting interval.

Calculation:		Used in:
Media type: **Data type:** **Metric type:**		• Intraday Process Report • Task Age Report

Metric name: Pending Overdue	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 Report • Task Age Report

Metric name: Pre Source System Time	Folder: iWD

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

Metric name: Service Pending **Introduced:** 9.0.000.67	Folder: iWD

Description: This is an auxiliary metric that is used to calculate totals for the Pending metric.	
Calculation:	
Media type: **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

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

Metric name: Source System 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: **Data type:** **Metric type:**	**Used in:** 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 of tasks that the agent has handled during the given time interval.		
Calculation:		**Used in:**
Media type: **Data type:** **Metric type:**		• Resource Performance Dashboard • Resource Performance Report

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		**Used in:**
Media type: **Data type:** **Metric type:**		• Resource Performance Dashboard • Resource Performance Report

Metric name: Handle Time	Folder: iWD > Agent

Description: The total amount of time that the agent spent working on a task.		
Calculation:		**Used in:**
Media type: **Data type:** **Metric type:**		• Resource Performance Dashboard • Resource Performance Report

Metric name: Max Handle Time	Folder: iWD > Agent

Description: The longest amount of time that the agent spent working on any task.		
Calculation:		
Media type: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Min Handle Time	Folder:
	iWD > Agent
Description: The shortest amount 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 Review	Folder:
Introduced: 9.0.019	iWD > Email
Description: The percentage of sent emails that were send with QA review to customer.	

Calculation: Calculated as iWD > Email > Sent QA Review / iWD > Email > Sent without ACK		Used in:
Media type: email		• Outbound Email Report
Data type: **Metric type:**		

Metric name: Agent Reply	Folder:
Introduced: 9.0.019	iWD > Email

Description: The number of emails that agents replied to customer.	
Calculation:	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Agent Reply QA Review **Introduced:** 9.0.019	Folder: iWD > Email

Description: The number of emails that agents replied with QA review to customer.	
Calculation:	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Agent Reply without QA Review **Introduced:** 9.0.019	Folder: 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	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Automated Reply **Introduced:** 9.0.019	Folder: iWD > Email

Description: The number of automated replies were sent to the customer.	
Calculation:	
Media type: email **Data type:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Canceled	Folder: 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 Agent	**Folder:**
Introduced: 9.0.000.67	iWD > Email

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: **Data type:** **Metric type:**		**Used in:** This metric is not used in any reports.

Metric name: Canceled Autocompleted	**Folder:**
Introduced: 9.0.000.67	iWD > Email

Description: The total number of tasks of this classification that were automatically 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 NON Autocompleted	**Folder:**
Introduced: 9.0.000.67	iWD > Email

Description: The total number of canceled tasks in this classification that were not automatically canceled during the reporting period.

Calculation: Calculated as Canceled - Canceled Autocompleted	Used in:
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

Metric name: Completed **Introduced:** 9.0.000.67	**Folder:** iWD > Email

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

Metric name: Completed Agent **Introduced:** 9.0.000.67	**Folder:** iWD > Email

Description: The total number of tasks that were completed during the reporting interval and in which one or more agents where involved.

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

Metric name: Completed NON Agent **Introduced:** 9.0.000.67	**Folder:** iWD > Email

Description: The total number of tasks of this classification that were completed during the reporting interval for tasks where no agents were involved.

Calculation: Calculated as Completed - Completed Agent	Used in:
Media type:	This metric is not used in any reports.

Data type:		
Metric type:		

Metric name: Finished	Folder:
	iWD > Email

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: New	Folder:
	iWD > Email

Description: Number of new tasks that were submitted to iWD during the given time interval. The task is counted only after it has been classified.

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 Outbound emails not including Unsolicited, Agent Reply, Automated Reply and Acknowledgements.

Calculation: "iWD\Email\Sent" - "iWD\Email\Unsolicited" - "iWD\Email\Agent Reply" - "iWD\Email\Automated Reply" - "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 Queued, Assigned, or Held, at the end of the reporting interval.

Calculation:		**Used in:**
Media type: **Data type:** **Metric type:**		• Intraday Process Report • Task Age Report

Metric name: Sent **Introduced:** 9.0.019	**Folder:** 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 **Introduced:** 9.0.019	**Folder:** 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 **Data type:** **Metric type:**		• Outbound Email Report

Metric name: Sent QA Review **Introduced:** 9.0.019	**Folder:** 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 **Data type:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Sent without ACK **Introduced:** 9.0.019	**Folder:** iWD > Email
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:** **Metric type:**	**Used in:** • Outbound Email Report

Metric name: Sent without QA Review **Introduced:** 9.0.019	**Folder:** 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 **Data type:** **Metric type:**	**Used in:** This metric is not used in any reports.

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

	Folder:

Metric name: Standard Response	
Introduced: 9.0.019	iWD > Email

Description: The total number of standard responses that were 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	
Introduced: 9.0.019	**Folder:** iWD > Email

Description: The total number of unsolicited messages that were sent to customer.		
Calculation: Sum(IF("iWD\Agent\Interaction Subtype"@"Interaction Subtype" = "OutboundNew", "CMPL_TASK_COUNT", 0))		**Used in:**
Media type: email		• Outbound Email Report
Data type: **Metric type:**		

Metric name: Unsolicited QA Review	
Introduced: 9.0.019	**Folder:** 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		• Outbound Email Report
Data type: **Metric type:**		

Metric name: Unsolicited without QA Review	
Introduced: 9.0.019	**Folder:** 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: 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 time that elapsed during job execution.	
Calculation: 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).	**Used in:**
Media type: **Data type:** **Metric type:**	This metric is not used in any reports.

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

Folder: iWD > Time

There are no metrics in this folder.