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Genesys CX Insights Multicloud Projects Reference Guide

IWD Metrics

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

Related documentation:

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RSS:

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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

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

Description: The percentage of automatically canceled tasks, relative to the total number of tasks that were completed.

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

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 $iWD > Completed\ Overdue / iWD > Completed$

Media type:

Data type:
Metric type:

Used in:

- 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 $iWD > Finished / iWD > New$

Media type:

Data type:
Metric type:

Used in:

- 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 $iWD > Finished\ Overdue / iWD > Finished$

Media type:

Data type:
Metric type:

Used in:

- 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:	Used in:
Media type: Data type: Metric type:	This metric is not used in any reports.
Metric name: Accept To Complete Time	
Introduced: 100.0.076.0000	Folder: 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:	Used in:
Media type: Data type: Metric type:	This metric is not used in any reports.
Metric name: Avg Accept Time	
Introduced: 100.0.076.0000	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: <ul style="list-style-type: none"> • Capture Point Business Value Report • Capture Point Task Duration Report • Intraday Process Report
Media type: Data type: Metric type:	
Metric name: Avg Accept To Complete Time	
Introduced: 100.0.076.0000	Folder: 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

Media type:

Data type:
Metric type:

Used in:

- Intraday Process Report

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.

Media type:

Data type:
Metric type:

Used in:

- Capture Point Business Value Report
- 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

Media type:

Data type:
Metric type:

Used in:

- Capture Point Task Duration Report
- 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.

Media type:

Used in:

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

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

Description: The total number of tasks of this classification that were completed during the reporting interval.

Calculation:

Media type:

Data type:
Metric type:

Used in:

- 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:

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

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

Media type:

Data type:
Metric type:

Used in:

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:

Media type:

Data type:

Used in:

- 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:		Used in: This metric is not used in any reports.
Media type:		
Data type:		
Metric type:		
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: <ul style="list-style-type: none"> • Capture Point Business Value Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Process Report • Task Age Report
Media type:		
Data type:		
Metric type:		
Metric name: Finished Agent		Folder: iWD
Introduced: 9.0.000.67		
Description: The total number of tasks of this classification that were finished (completed or canceled) during the reporting interval for tasks where an agent was involved.		
Calculation: Calculated as Completed Agent + Canceled Agent		Used in: This metric is not used in any reports.
Media type:		
Data type:		
Metric type:		
		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: <ul style="list-style-type: none"> Intraday Process Report
Media type: Data type: Metric type:	
Metric name: Finished Without Agent	Folder: iWD
Introduced: 9.0.000.67	
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: This metric is not used in any reports.
Media type: Data type: Metric type:	
Metric name: Handle Time	Folder: iWD
Description: Total agent work time for completed tasks during the given time interval. Calculated as (finished - assigned).	
Calculation:	
Media type: Data type: Metric type:	Used in: 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:	
Media type: Data type:	Used in: <ul style="list-style-type: none"> Capture Point Business Value Report

Metric type:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Intraday Process Report • Task Age Report
Data type: Metric type:	
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:	<ul style="list-style-type: none"> • Intraday Process Report • Task Age Report
Data type: Metric type:	
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:	<p>This metric is not used in any reports.</p>
Data type: Metric type:	
Metric name: Service Pending	Folder:
Introduced: 9.0.000.67	iWD

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

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:	<ul style="list-style-type: none">Resource Performance DashboardResource Performance Report
Data type: Metric type:	
Metric name: Avg Handle Time	Folder: iWD > Agent
Description: The average amount of time that the agent spent working on a task.	
Calculation: Calculated as iWD > Agent >Handle Time / iWD > Agent >Accepted	Used in:
Media type:	<ul style="list-style-type: none">Resource Performance DashboardResource Performance Report
Data type: Metric type:	
Metric name: Handle Time	Folder: iWD > Agent
Description: The total amount of time that the agent spent working on a task.	
Calculation:	Used in:
Media type:	<ul style="list-style-type: none">Resource Performance DashboardResource Performance Report
Data type: Metric type:	
Metric name: Max Handle Time	Folder: iWD > Agent
Description: The longest amount of time that the agent spent working on any task.	
Calculation:	Used in:
Media type:	
Data type: Metric type:	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: 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: iWD > Email
Introduced: 9.0.019	
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: <ul style="list-style-type: none"> Outbound Email Report
Media type: email	
Data type:	
Metric type:	
Metric name: Agent Reply	
Introduced: 9.0.019	
Folder: iWD > Email	

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

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

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

Media type:

Data type:
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Completed

Introduced: 9.0.000.67

Folder:

iWD > Email

Description: The total number of tasks of this classification that were completed during the reporting interval.

Calculation:

Media type:

Data type:
Metric type:

Used in:

- 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

Media type:

Used in:

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: <ul style="list-style-type: none"> • Capture Point Business Value Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Process Report • Task Age Report 	
Media type: Data type: Metric type:		
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: <ul style="list-style-type: none"> • Capture Point Business Value Report • Capture Point Task Duration Report • Customer Segment Service Level Report • Intraday Process Report 	
Media type: Data type: Metric type:		
Metric name: Other	Folder: iWD > Email	
Introduced: 9.0.019		
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: <ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Intraday Process Report • Task Age Report 	
Data type: Metric type:		
Metric name: Sent	Folder: iWD > Email	
Introduced: 9.0.019		
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	<ul style="list-style-type: none"> • Outbound Email Report 	
Data type: Metric type:		
Metric name: Sent ACK	Folder: iWD > Email	
Introduced: 9.0.019		
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	<ul style="list-style-type: none"> • Outbound Email Report 	
Data type: Metric type:		
Metric name: Sent QA Review	Folder: iWD > Email	
Introduced: 9.0.019		

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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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:		Used in: This metric is not used in any reports.
Media type: Data type: Metric type:		Folder:

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

QA Review"		
Media type: email	Data type:	<ul style="list-style-type: none"> 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: This metric is not used in any reports.
Media type:	
Data type:	
Metric type:	
Metric name: Extracted Events Amount	Folder: iWD > Service Objects
Description: The total number of loaded events during job or batch run.	
Calculation:	
Media type:	Used in: This metric is not used in any reports.
Data type:	
Metric type:	

Folder: iWD > Time

There are no metrics in this folder.