

GENESYS

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Genesys CX Insights Multicloud Projects Reference Guide

Outbound Contact Metrics

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Metrics that you can use to build outbound-related reports.

Related documentation:

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RSS:

For private edition

Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the *Genesys CX Insights on-premises Projects Reference Guide*.

The Outbound Contact folder contains numerous metrics that you can use to build outbound-related reports.

Note the following:

- Unless other wise 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.

Important

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.

Outbound Contact

Accepted

Avg Handle Time

Start Date Time Key

Outbound Contact > Agent Contact

- Accepted
- · Avg Engage Time
- · Avg Handle Time
- · Avg Hold Time
- Avg Preview Time
- · Avg Wrap Time
- · Consult Received Accepted
- Consult Received Hold
- · Consult Received Time
- · Consult Received Warm Hold
- Consult Received Warm Time
- · Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- · Consult Received Wrap Time
- Engage Time
- · Group Combination
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Offered
- Preview
- Preview Time
- Revenue

- Satisfaction
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Wrap
- Wrap Time

Outbound Contact > Agent Contact > Agent Contact User Data Example

There are no metrics in this folder

Outbound Contact > Contact Attempt

- · Abandoned Waiting
- Accepted
- All SIT
- · Answering Machine Detected
- Attempts
- Avg CPD Dial Time
- · Avg CPD Time
- · Avg CPD Transfer Time
- Busy
- Busy Campaign
- Callbacks Completed
- · Callbacks Missed
- · Callbacks Scheduled
- Canceled
- CPD
- CPD Dial
- · CPD Dial Time

- CPD Time
- CPD Transfer
- CPD Transfer Time
- · Dial Dropped
- Dial Made
- Do Not Call
- Fax Modem Detected
- No Signal
- Not Accepted
- Overdial
- Personal Callbacks Completed
- · Personal Callbacks Missed
- · Personal Callbacks Scheduled
- Port Unavailable
- SIT Detected
- SIT Invalid Number
- SIT No Circuit
- SIT Operator Intercept
- SIT Ratio
- SIT Reorder
- SIT Unknown
- SIT Vacant
- Start Date Time Key

Outbound Contact > Contact Attempt > Contact Attempt User Data Example

• There are no metrics in this folder

Folder: Outbound Contact

Metric name: Accepted	Folder: Outbound Contact	
Description: The total number of times attributed to the interv campaign returned an answered call result (CALL_RESULT_CODE		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	Campaign Summary Report	
Metric name: Avg Handle Time	Folder:	
	Outbound Contact	
Description: The average amount of time that this agent spent handling interactions that were associated with this campaign. This metric is computed as handle time divided by the sum of accepted interactions and simple consult interactions that the agent received.		
Calculation: Calculated based on the following metrics from the Outbound Contact > Agent Contact folder: Handle Time, Accepted, and Consult Received Accepted.	Used in:	
Media type: Voice	Agent Outbound Campaign Report	
Data type: Number Metric type: Disposition	, .g = = a a a p a .g	
Metric name: Start Date Time Key	Folder: Outbound Contact	
	outbound contact	
Description: This metric is reserved for internal use to employ the AG2_AGENT_CAMPAIGN hierarchy.	a key for a particular date and time from	
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type:	This metric is not used in any reports.	

Folder: Outbound Contact > Agent Contact

Folder:

Metric name: Accepted

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent.
- Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group.

For voice media, this metric is identical to Activity\Responses.

Calculation:	Used in:
	Agent Activity
	Agent Conduct Report
	 Agent Group Business Attribute Report
	 Agent Group Interaction handling Report
	Agent Interval Based Report
	Agent Performance Dashboard
Media type: All	Agent Report
Data type: Number Metric type: Disposition	Agent Social Engagement Report
	Agent Task Dashboard
	Agent Utilization Email Report
	Agent Utilization Report
	Predictive Routing Agent Dashboard
	 Predictive Routing Agent Occupancy Report (Active Time & Predictive)
	Survey Statistics Report
	Task Routing Agent Activity
	Task Routing Agent Group Activity

Metric name: Avg Engage Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

• Agent Attributes: The average amount of time that this agent was engaged with customers.

• Agent Group Attributes: The average amount of time that agents who belong to this agent group were engaged with customers.

Calculation: Calculated as Engage Time divided by Accepted Agent metrics.

Used in:

- Agent Activity
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Outbound Campaign Report
- · Agent Performance Dashboard
- Agent Report
- · Agent Task Dashboard
- · Agent Utilization Report
- Supervisor Dashboard
- · Task Routing Agent Activity
- Task Routing Agent Group Activity

Metric name: Avg Handle Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent handling interactions that the agent received.
- Agent Group Attribute: The average amount of time that agents who belong to this agent group spent handling interactions that the agents received.

This metric is computed as handle time divided by the sum of accepted interactions and received consultations.

Calculation: Calculated as Handle Time divided by the sum of Accepted Interactions and Received Consultations.

Used in:

- Agent Activity
- · Agent Conduct Report
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Interaction Hierarchy Report
- Agent Outbound Campaign Report

Media type: All

Media type: All

Data type: Number

Metric type: Disposition

Data type: Number Metric type: Disposition

- Agent Performance Dashboard
- Agent Report
- Agent Task Dashboard
- Agent Utilization Email Report
- · Agent Utilization Report
- · Supervisor Dashboard
- Task Routing Agent Activity
- Task Routing Agent Group Activity

Metric name: Avg Hold Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent had customer interactions on hold.
- Agent Group Attribute: The average amount of time that agents who belong to this group had customer interactions on hold.

This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).

Calculation: Calculated based on the Hold and Hold Time Activity metrics.

Used in:

- Agent Activity
- Agent Conduct Report
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Outbound Campaign Report
- · Agent Performance Dashboard
- Agent Report
- · Agent Task Dashboard
- · Agent Utilization Report
- · Supervisor Dashboard
- Task Routing Agent Activity
- Task Routing Agent Group Activity

Media type: Voice

Data type: Number **Metric type:** Disposition

Folder:

Metric name: Avg Preview Time Outbound Contact > Agent Contact Description: The average amount of time that this agent spent previewing interactions that the agent requested or that Interaction Server pushed to the agent's desktop. Calculation: Calculated based on the Agent Contact > Preview Time and Agent Contact > Preview Time and Agent Contact > Preview metrics. Media type: Voice Data type: Number Metric type: Disposition Outbound Contact > Agent Outbound Campaign Report • Agent Outbound Campaign Report

Metric name: Avg Wrap Time	Folder:
	Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state.
- Agent Group Attribute: The average amount of time that agents who belong to this agent group, spent on customer interactions while in ACW state.

Calculation:	Used in:
	Agent Activity
	Agent Conduct Report
	 Agent Group Business Attribute Report
	 Agent Group Interaction Handling Report
Media type: Voice	Agent Outbound Campaign Report
Data type: Number	Agent Performance Dashboard
Metric type: Disposition	Agent Report
	Agent Task Dashboard
	Agent Utilization Report
	Supervisor Dashboard
	Task Routing Agent Activity
	Task Routing Agent Group Activity

Folder:

Metric name: Consult Received Accepted

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent received and accepted collaborations or simple consultations that were associated with customer interactions.
- Agent Group Attribute: The total number of times that agents who belong to this agent group received and accepted collaborations or simple consultations that were associated with customer interactions.

Media type: All (except Chat) Data type: Number Metric type: Disposition • Agent Group Business Attributed Report • Agent Interval Based Report
Agent Utilization Report

Metric name: Consult Received Hold

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of times that this agent was on hold during simple consultations that the agent received where the consultations were associated with customer interactions.
- Agent Group Attribute: The total number of times that agents from this agent group were on hold during simple consultations that they received where the consultations were associated with customer interactions.

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

Metric name: Consult Received Time Folder: Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or simple consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as recipients in collaboration or simple consultation, including related hold durations, where

the collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which this agent was offered the collaboration/consultation request.

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME

Media type: All (except

Chat)

Data type: Number Metric type: Disposition

Used in:

- Agent Group Business Attribute Report
- Agent Interval Based Report
- · Agent Performance Dashboard
- Agent Report
- Agent Summary Activity Report (Interaction)

Metric name: Consult Received Warm Hold

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total number of consultations that this agent had on hold where the consultations were associated with customer interactions, the agent was the recipient of the consultation requests, and the interactions were transferred to or conferenced with the agent.
- Agent Group Attribute: The total number of consultations that agents, who belong to this agent group, had on hold where the consultations were associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.

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

Metric name: Consult Received Warm Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies according to the attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions.
- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the

collaborations/consultations were associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. Time begins when the consult interaction is received and ends when the customer interaction is transferred to or conferenced with this agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

Calculation: Calculated as the sum of

AG2_AGENT_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RCV_WARM_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME

Media type: Voice

Data type: Number Metric type: Disposition

Used in:

- · Agent Performance Dashboard
- Agent Report

Metric name: Consult Received Warm Wrap	Folder:
Discontinued: 9.0	Outbound Contact > Agent Contact
Description: This metric is no longer populated.	
Calculation:	
Media type: Voice	Used in:
Data type: Number Metric type: Dispostion	This metric is not used in any reports.

Metric name: Consult Received Warm Wrap Time	Folder:
Discontinued: 9.0	Outbound Contact > Agent Contact
Description: This metric is no longer populated.	
Calculation:	Used in:
Media type: Voice Data type: Number Metric type: Dispostion	Agent Performance DashboardAgent Report

Metric name: Consult Received Wrap Folder: Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

• Agent Attibute: The total number of times that this agent was in ACW (Wrap) state after requests for simple consultation that the agent accepted where the consultations were associated with customer

interactions.

 Agent Group Attibute: The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions.

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

Metric name: Consult Received Wrap Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was in ACW (Wrap) state after simple consultations that the agent accepted, where the consultations were associated with customer calls.
- Agent Group Attribute: The total amount of time that agents who belong to this agent group were in ACW state after simple consultations that the agents accepted, where the consultations were associated with customer calls.

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.

Calculation:	Used in:
Media type: Voice Data type: Number Metric type: Disposition	Agent Performance DashboardAgent Report

Metric name: Engage Time

Folder:

Outbound Contact > Agent Contact

Description: The description of this metric varies depending on attributes and filters in the report query:

- Agent Attribute: The total amount of time that this agent was engaged with customers on interactions that the agent received.
- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged with customers on interactions that the agents received.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.

Calculation:	Used in:
Media type: All Data type: Number	Agent Group Business Attribute Report

Metric type: Disposition	 Agent Interaction State Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
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Metric name: Group Combi	nation	Folder: Outbound Contact > Agent Contact
Description: Teserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT hierarchy.		
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.

Metric name: Handle Time	Folder:
	Outbound Contact > Agent Contact

Description: The total amount of time that agents who belong to this agent group spent handling interactions that the agents received.

Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types.

Calculation: Calculated based on the Er Time, Wrap Time, Consult Received Time Wrap Time, Consult Received Warm Time	, Consult Received	Used in: • Agent Group Business Attribute
Media type: All		ReportAgent Performance Dashboard
Data type: Number Metric type: Disposition		Agent Report

Metric name: Hold	Folder:
	Outbound Contact > Agent Contact

Description: The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.

Media type: Voice Data type: Number Metric type: Disposition		Used in:Agent Interval Based ReportAgent Performance DashboardAgent ReportAgent Utilization Report
Metric name: Hold Time		Folder: Outbound Contact > Agent Contact
		ts in this agent group) had customer ceractions, whether they were placed on
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Disposition		 Agent Group Business Attribute Report Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: Invite		Folder:
		Outbound Contact > Agent Contact
who belong to this agent group agents performed, where the ca	of customer interactions that all before the interactions were ac alls were successfully established in which the alerting/dialing first occurre	
Calculation:		
Media type: All Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.
Metric name: Invite Time		Folder: Outbound Contact > Agent Contact

Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.

- For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.
- For the dialing component, dial duration is measured for established calls only.

This metric is attributed to the interval in which the alerting/dialing first occurred.

Calculation:	Used in:
Media type: All Data type: Number Metric type: Disposition	 Agent Interaction State Agent Summary Activity Report (Interaction) Supervisor Dashboard

Metric name: Offered Folder: Outbound Contact > Agent Contact

Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).

The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-ID-IXN]** section.

Calculation:	Used in:
	Agent Activity
	Agent Interaction Hierarchy Report
	Agent Performance Dashboard
	Agent Report
	Agent Task Dashboard
Media type: All	Agent Utilization Email Report
Data type: Number Metric type: Disposition	Agent Utilization Report
Metric type: Disposition	• Predictive Routing Agent Dashboard
	 Predictive Routing Agent Occupancy Report (Active Time and Predictive)
	Supervisor Dashboard
	Task Routing Agent Activity
	Task Routing Agent Group Activity
	Folder:

Metric name: Preview Outbound Contact > Agent Contact **Description:** The total number of customer interactions that are associated with this campaign that this agent previewed, whether the agent requested the interactions or Interaction Server pushed them to the agent's desktop. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Preview Time Outbound Contact > Agent Contact **Description:** The total amount of time that this agent spent previewing customer interactions that are associated with this campaign that the agent requested or that Interaction Server pushed to the agent's desktop. Calculation: Used in: Media type: Voice · Agent Outbound Campaign Report Data type: Number Metric type: Disposition Folder: Metric name: Revenue Outbound Contact > Agent Contact **Description:** The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group. **Calculation:** Used in: Media type: All · Agent Group Business Attribute Data type: Number Report Metric type: Disposition Folder: **Metric name: Satisfaction** Outbound Contact > Agent Contact **Description:** The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition

Matria name Chart	Folder:
Metric name: Short	Outbound Contact > Agent Contact
Description: The total number of times that customer intera and agents who belongs to this agent group) and then releas engagement threshold.	
Calculation:	Used in:
Media type: All	
Data type: Number Metric type: Disposition	Agent Conduct Report
	Folder:
Metric name: Start Date Time Key	
	Outbound Contact > Agent Contact
Description: This metric is reserved for internal use to empl the AG2_AGENT_CAMPAIGN hierarchy.	loy a key for a particular date and time from
Calculation:	
Media type: All	Used in:
Data type: Number Metric type:	This metric is not used in any reports.
metric type.	
Metric type.	
Metric name: Transfer Initiated Agent	Folder:
	Folder: Outbound Contact > Agent Contact
	Outbound Contact > Agent Contact an agent from this queue) transferred
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a	Outbound Contact > Agent Contact an agent from this queue) transferred
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are referenced.)	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric.
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are referenced.)	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected. Calculation:	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions.) Media type: All	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected. Calculation:	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Performance Dashboard
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction are reflected to the customer i	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Performance Dashboard Agent Report
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction are reflected to the customer i	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Performance Dashboard Agent Report Agent Task Dashboard
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction are reflected to the customer i	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Email Report
Metric name: Transfer Initiated Agent Description: The total number of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the control of times that this agent (or a customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interactions. Both warm and blind transfers are reflected to the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction and the customer interactions are reflected to the customer interaction are reflected to the customer i	Outbound Contact > Agent Contact In agent from this queue) transferred lected in this metric. Used in: Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Email Report Agent Utilization Report

	Transfer Dashboard
Metric name: Wrap	Folder: Outbound Contact > Agent Contact
state for customer interactions	gent from this group) was in ACW (Wrap) actions for which ACW was invoked.
Calculation: Media type: Voice Data type: Number Metric type: Disposition	Used in: This metric is not used in any reports.
Metric name: Wrap Time	Folder: Outbound Contact > Agent Contact
interactions (for this Agent, Age	the ACW (Wrap) state for customer depending on GCXI Project attributes).
Media type: Voice Data type: Number Metric type: Disposition	 Used in: Agent Group Business Attribute Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report

Folder: Outbound Contact > Agent Contact > Agent Contact User Data Example

There are no metrics in this folder.

Folder: Outbound Contact > Contact Attempt

Folder:	
Folder:	
	Folder:

Metric name: Abandoned Waiting

Outbound Contact > Contact Attempt

Description: The total number of customer interactions of this business attribute that were abandoned or stopped for any reason while the interactions were waiting for the first handling resource. The count includes customer interactions that were abandoned while they were ringing at the agent's desktop or alerting at the handling resource as well as short-abandoned interactions.

Calculation:

Used in:

Media type: Voice, Chat,

Open (sync)

Data type: Number Metric type: Disposition

- Campaign Summary Report
- Interaction Volume Business Result Report
- Pre-Agent Termination Report

Metric name: Accepted

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that contact attempts from this campaign returned an answered call result (CALL RESULT CODE='ANSWERED').

Calculation:

Media type: Voice

Data type: Number Metric type: Disposition

Used in:

· Campaign Summary Report

Metric name: All SIT

Folder:

Outbound Contact > Contact Attempt

Description: The sum of all contact-attempt special information tone (SIT) metric for which the call result was one of the following:

- SIT_INVALID_NUMBER
- SIT NC
- SIT IC
- SIT_RO
- SIT_VC
- SIT DETECTED
- SIT UNKNOWN CALL STATE

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation: Calculated based on the following metrics from the Contact Attempt folder: SIT Invalid Number, SIT No Circuit,

Used in:

SIT Operator Intercept, SIT Reo and SIT Unknown.	rder, SIT Vacant, SIT Detected,	
Media type: Voice		Contact List Effectiveness
Data type: Number		Contact List Enectiveness
Metric type: Disposition		
Metric name: Answering M	achine Detected	Folder:
		Outbound Contact > Contact Attempt
Description. The total number	r of times attributed to the report	ing interval that the system detected an
	attempts from this campaign (CA	ting interval that the system detected an ALL_RESULT_CODE=
Calculation:		Used in:
Media type: Voice		Used In:
Data type: Number		Campaign Summary Report
Metric type: Disposition		
Metric name: Attempts		Folder:
		Outbound Contact > Contact Attempt
	r of contact attempts that the Ou position of each attempt or how t	tbound Contact Server processed for this the attempt was initiated.
Calculation:		Used in:
Media type: Voice		Campaign Summary Report
Data type: Number		
Metric type: Disposition		Contact List Effectiveness Report
Metric name: Avg CPD Dial	Time	Folder:
		Outbound Contact > Contact Attempt
	duration, in milliseconds, of OCS	i-initiated calls. Average dial duration for for dialing.
	on the Contact Attempt > CPD	
Dial Time and Contact Attempt	> CPD Dial metrics.	Used in:
Media type: Voice		Campaign Summary Report
Data type: Number Metric type: Disposition		
Matria manus Au CDD TI		Folder:
Metric name: Avg CPD Time	e	Outbound Contact > Contact Attempt
		outboard Contact > Contact Attempt

Description: The average amount of time, in milliseconds, of call-progress detection for contact attempts initiated during this reporting interval. Calculation: Calculated based on the Contact Attempt > CPD Time and Contact Attempt > CPD metrics. Used in: Media type: Voice • Campaign Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: Avg CPD Transfer Time** Outbound Contact > Contact Attempt Description: The average amount of time, in milliseconds, of CPD transfers completed during the reporting interval. **Calculation:** Calculated based on the Contact Attempt > CPD Transfer Time and Contact Attempt > CPD Transfer metrics. Used in: Media type: Voice · Campaign Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: Busy** Outbound Contact > Contact Attempt **Description:** The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL RESULT CODE='BUSY'). Identical to the metric Busy Campaign. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Busy Campaign Outbound Contact > Contact Attempt **Description:** The total number of times attributed to the reporting interval that contact attempts from this campaign returned a busy call result (CALL_RESULT_CODE='BUSY'). Identical to the metric Busy. **Calculation:** Used in: Media type: Voice Campaign Summary Report Data type: Number Metric type: Disposition Folder:

Metric name: Callbacks Co	mpleted	Outbound Contact > Contact Attempt	
	Description: The total number of times attributed to the reporting interval that campaign callbacks were completed by an agent, excluding missed callbacks.		
Calculation:			
Media type: Voice		Used in:	
Data type: Number Metric type: Disposition		Campaign Callbacks Summary Report	
Metric name: Callbacks Mis	ssed	Folder:	
		Outbound Contact > Contact Attempt	
Description: The total number missed.	r of times attributed to the report	ting interval that campaign callbacks were	
Calculation:			
Media type: Voice		Used in:	
Data type: Number Metric type: Disposition		Campaign Callbacks Summary Report	
Metric name: Callbacks Sci	heduled	Folder:	
Metric name: Callbacks Sci	heduled	Folder: Outbound Contact > Contact Attempt	
	r of times attributed to the report		
Description: The total number	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled	
Description: The total number contact attempts from this came	r of times attributed to the report	Outbound Contact > Contact Attempt	
Description: The total number contact attempts from this came Calculation:	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number Metric type: Disposition	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report Folder:	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number Metric type: Disposition	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Canceled	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report Folder:	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Canceled Description: The total number	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt	
Description: The total number contact attempts from this came Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Canceled Description: The total number reporting interval.	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt	
Description: The total number contact attempts from this came. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Canceled Description: The total number reporting interval. Calculation:	r of times attributed to the report	Outbound Contact > Contact Attempt ting interval that agents rescheduled Used in: • Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt lialed from this campaign during the	

Folder: Metric name: CPD Outbound Contact > Contact Attempt **Description:** The total number of contact attempts that were initiated during this reporting interval in which Call-Progress Detection (CPD) was performed. Calculation: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: CPD Dial Outbound Contact > Contact Attempt Description: The total number of dialing events for which the Call-Progress Detection (CPD) Server provided dial duration. Calculation: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: CPD Dial Time** Outbound Contact > Contact Attempt **Description:** The total dial duration, in milliseconds, of OCS-initiated calls, measured from the moment at which dialing was initiated to the moment at which either the dialed call was established by the contacted party or it was abandoned or released. Dial duration for established calls is available only when the Call-Progress Detection (CPD) Server is used for dialing. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: CPD Time** Outbound Contact > Contact Attempt **Description:** The total duration, in milliseconds, of Call-Progress Detection (CPD) for contact attempts that were initiated during this reporting interval measured from the moment at which the call was established to the moment at which CPD completed. Used in: **Calculation:** This metric is not used in any reports. Media type: Voice

Data type: Number Metric type: Disposition Folder: **Metric name: CPD Transfer** Outbound Contact > Contact Attempt **Description:** The total number of transfers that were used to deliver calls from the point of Call-Progress Detection (CPD) to agents or Interactive voice response (IVR). Calculation: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: CPD Transfer Time** Outbound Contact > Contact Attempt **Description:** The total duration, in milliseconds, of Call-Progress Detection (CPD) transfers that were completed during the reporting interval measured from the moment at which call-progress detection completed to the moment at which the contact attempts were established on the agent's or Interactive voice response (IVR) DN. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Dial Dropped Outbound Contact > Contact Attempt **Description:** The total number of times attributed to the interval that the system detected a call drop during contact attempts made from this campaign (CALL_RESULT_CODE='CALL_DROP_ERROR'). Calculation: Used in: Media type: Voice · Campaign Summary Report Data type: Number Metric type: Disposition Folder: Metric name: Dial Made Outbound Contact > Contact Attempt **Description:** The total number of contact attempts made by this campaign within the interval. **Calculation:** Used in:

Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Metric name: Do Not Call Folder: Outbound Contact > Contact Attempt Discontinued: DoNotCall **Description:** The total number of times attributed to the interval that the call result of this contact attempt was Do Not Call (CALL_RESULT_CODE='DO_NOT_CALL'). This metric, like the Canceled metric, is counted simultaneously with other Outbound call results, such as Answered, Wrong Party, No Answer, No Port Available, and Busy. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Fax Modem Detected** Outbound Contact > Contact Attempt **Description:** The total number of times attributed to the interval that the system detected a fax machine for contact attempts made by this campaign (CALL RESULT CODE='FAX DETECTED'). Calculation: Used in: Media type: Voice Campaign Summary Report Data type: Number Metric type: Disposition Folder: **Metric name: No Signal** Outbound Contact > Contact Attempt **Description:** The total number of times attributed to the interval that the call result of contact attempts from this campaign was Wrong Party—the right person was not contacted (CALL RESULT CODE='WRONG PARTY'). Calculation: Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Not Accepted** Outbound Contact > Contact Attempt

Description: The total number of times attributed to the inte	rival that the call result of contact attempts
from this campaign was No Answer (CALL_RESULT_CODE='NO	
Calculation:	Used in:
Media type: Voice	used in:
Data type: Number Metric type: Disposition	Campaign Summary Report
Metric name: Overdial	Folder:
ricerie name. Overdiai	Outbound Contact > Contact Attempt
Description: The total number of CPD dials that were abando but not established with an agent or IVR within two seconds or	
Calculation:	Used in:
Media type: Voice	
Data type: Number Metric type: Disposition	Campaign Summary Report
Metric name: Personal Callbacks Completed	Folder:
	Outbound Contact > Contact Attempt
Description: The total number of times attributed to the inte agent who requested them for contact attempts made from the	rval that callbacks were completed by the
	rval that callbacks were completed by the nis campaign excluding missed callbacks.
agent who requested them for contact attempts made from the	rval that callbacks were completed by the
agent who requested them for contact attempts made from the Calculation:	rval that callbacks were completed by the nis campaign excluding missed callbacks.
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition	rval that callbacks were completed by the nis campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder:
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition	rval that callbacks were completed by the nis campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt rval that callbacks were missed by the
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Personal Callbacks Missed Description: The total number of times attributed to the inte	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt rval that callbacks were missed by the his campaign.
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Personal Callbacks Missed Description: The total number of times attributed to the integrand agent who requested them for contact attempts made from the calculations.	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt rval that callbacks were missed by the his campaign. Used in:
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Personal Callbacks Missed Description: The total number of times attributed to the integent who requested them for contact attempts made from the Calculation:	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt rval that callbacks were missed by the his campaign.
agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Personal Callbacks Missed Description: The total number of times attributed to the integrate agent who requested them for contact attempts made from the Calculation: Media type: Voice Data type: Number	rval that callbacks were completed by the his campaign excluding missed callbacks. Used in: Campaign Callbacks Summary Report Folder: Outbound Contact > Contact Attempt rval that callbacks were missed by the his campaign. Used in:

Metric name: Personal Callbacks Scheduled

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that agents rescheduled callbacks for contact attempts made from this campaign.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

· Campaign Callbacks Summary Report

Metric name: Port Unavailable

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the call result of contact attempts made from this campaign was No Port Available (CALL_RESULT_CODE='NO_PORT_AVAILABLE').

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: SIT Detected

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_DETECTED'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

Contact List Effectiveness Report

Metric name: SIT Invalid Number

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone that indicated an invalid number for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_INVALID_NUMBER'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:	Hand the	
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	Contact List Effectiveness Report	

Metric name: SIT No Circuit Folder: Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating that all circuits were busy for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_NC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:		
Media type: Voice	Used	Used in:
Data type: Number Metric type: Disposition	• Co	ontact List Effectiveness Report

Metric name: SIT Operator Intercept Folder: Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating that the dialed number either had been changed or disconnected for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_IC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:	Hand Sec
Media type: Voice	Used in:
Data type: Number Metric type: Disposition	Contact List Effectiveness Report

Metric name: SIT Ratio	Folder:
	Outbound Contact > Contact Attempt
Description: The ratio of contact attempts that resulted in SIT detection to the total number of contact attempts generated by a specific calling list from this campaign.	
Calculation: Calculated based on the Contact Attempt > All	Used in:

SIT and Contact Attempt > Attempts metrics.

Media type: Voice

Data type: Number
Metric type: Disposition

• Contact List Effectiveness Report

Metric name: SIT Reorder Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special informationtone indicating incomplete digits, internal office, feature failure, call failure, no wink, or partial digits received for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_RO'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:

Media type: Voice

Data type: Number Metric type: Disposition

Used in:

• Contact List Effectiveness Report

Metric name: SIT Unknown Folder: Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected an unknown special information tone for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_UNKNOWN_CALL_STATE'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.

Calculation:

Media type: Voice

Data type: Number Metric type: Disposition

Used in:

• Contact List Effectiveness Report

Metric name: SIT Vacant

Folder:

Outbound Contact > Contact Attempt

Description: The total number of times attributed to the interval that the system detected a special information tone indicating an N11 code, a class code, or a prefix for contact attempts made from a specific calling list from this campaign (CALL_RESULT_CODE='SIT_VC'). A count of either 0 or 1 is attributed to this metric value for each contact attempt.

The determination of SIT values depends on the underlying signaling lines, capabilities of the CPD Server, and the dialer, which maps SIT classifications to Genesys enumeration.		
Calculation: CA_SIT_VACANT		Head to
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Contact List Effectiveness Report
Metric name: Start Date Time Key		Folder:
	-	Outbound Contact > Contact Attempt
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_CAMPAIGN hierarchy.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.

Folder: Outbound Contact > Contact Attempt > Contact Attempt User Data Example

There are no metrics in this folder.