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# Genesys CX Insights Multicloud Projects Reference Guide

Queue folder

10/2/2023

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Objects that you can use to organize and filter Info Mart data based on queue-related information.

**Related documentation:**

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**RSS:**

- [For private edition](#)

## Queue folder and subfolders

### 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 Queue folder contains numerous objects that enable the organization and filtering of Info Mart data based on queue-related information. The folder is organized into a series of subfolders, to make it easier to find the objects you need, as described in the following table. Many folders contain Custom folders, which are not described in this document; custom folders are provided to store any custom objects.

### 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.

This folder contains the following root folder and subfolders.

- Queue
- Queue > Q Customer Consults
- Queue > Q Consults
- Queue > Q Customer & Consults
- Queue > Q Customer & Consults

Consults > Abandoned  
Waiting ST1

- Queue > Q Customer &

Consults > Accepted Agent  
ST1

- Queue > Queue Predictive

Routing

- Queue > Queue User Data  
Example

## Folder: Queue

**Introduced:** 9.0.007.03

**Description:** The root folder for queue-related subfolders and their components. Refer to the descriptions of the following subfolders for more information:

- Q Consults
- Q Customer
- Q Customer & Consults
- Q Predictive Routing
- Queue User Data Example

### Metrics:

- |                              |                                       |                                     |
|------------------------------|---------------------------------------|-------------------------------------|
| • % Abandoned Inviting       | • Avg Accept Time                     | • Consult Received Hold Time        |
| • % Abandoned Waiting        | • Avg Accept Time Agent               | • Consult Received Invite           |
| • % Accept Service Level     | • Avg Consult Received Time           | • Consult Received Invite Time      |
| • % Accepted                 | • Avg Consult Received Warm Time      | • Consult Received Invite Warm Time |
| • % Accepted Agent           | • Avg Consult Received Warm Wrap Time | • Consult Received Invite Warm Time |
| • % Short Abandoned Waiting  | • Avg Consult Received Wrap Time      | • Consult Received Time             |
| • % Transfer Initiated       | • Avg Engage Time                     | • Consult Received Warm Hold        |
| • % Transfer Initiated Agent | • Avg Handle Time                     | • Consult Received Warm Hold Time   |
| • Abandoned Inviting         | • Avg Hold Time                       | • Consult Received Warm Time        |
| • Abandoned Waiting          | • Avg Invite Time                     | • Consult Received Warm Wrap        |
| • Abandoned Waiting Time     | • Avg Wrap Time                       | • Consult Received Warm Wrap Time   |
| • Accept Time                | • Conference Initiated Agent          | • Consult Received Wrap             |
| • Accept Time Agent          | • Consult Received Accepted           | • Consult Received Wrap Time        |
| • Accepted                   | • Consult Received Accepted Warm      | • Engage Time                       |
| • Accepted Agent             | • Consult Received Engage Time        | • Entered                           |
| • Accepted in Threshold      | • Consult Received Engage Warm Time   | • Handle Time                       |
| • Accepted Others            | • Consult Received Hold               | • Hold                              |
| • ASA                        |                                       | • Hold Time                         |
| • ASA (Fmt)                  |                                       | • Invite                            |
| • Avg Abandoned Waiting Time |                                       |                                     |

<ul style="list-style-type: none"> <li>• Invite Time</li> <li>• Max Abandoned Waiting Time</li> <li>• Max Abandoned Waiting Time (Fmt)</li> </ul>	<ul style="list-style-type: none"> <li>• Short Abandoned Waiting</li> <li>• Standard Abandoned Waiting Time</li> <li>• Start Date Time Key</li> </ul>	<ul style="list-style-type: none"> <li>• Transfer Initiated Agent</li> <li>• Wrap</li> <li>• Wrap Time</li> </ul>
<b>Attributes:</b>		
<ul style="list-style-type: none"> <li>• Business Result</li> <li>• Customer Segment</li> <li>• Interaction Subtype</li> <li>• Interaction Type</li> <li>• Media Type</li> </ul>	<ul style="list-style-type: none"> <li>• Queue</li> <li>• Queue Group</li> <li>• Queue Group Combination Key</li> <li>• Queue Group Key</li> <li>• Queue Key</li> </ul>	<ul style="list-style-type: none"> <li>• Service Subtype</li> <li>• Service Type</li> <li>• Workbin Owner</li> <li>• Workbin Type</li> </ul>

## Folder: Queue > Q Consults

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which consult interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related metrics.

### Metrics:

- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>• Avg Consult Received Time</li> <li>• Consult Abandoned Inviting</li> <li>• Consult Abandoned Waiting</li> <li>• Consult Abandoned Waiting Time</li> <li>• Consult Accept Time</li> <li>• Consult Accept Time Agent</li> <li>• Consult Accepted</li> <li>• Consult Accepted Agent in Threshold</li> <li>• Consult Accepted in Threshold</li> <li>• Consult Accepted Others</li> <li>• Consult Clear Time</li> <li>• Consult Cleared</li> <li>• Consult Distribute Time</li> <li>• Consult Distributed</li> <li>• Consult Entered</li> <li>• Consult Not Accepted</li> <li>• Consult Offered</li> </ul> | <ul style="list-style-type: none"> <li>• Consult Received Accepted</li> <li>• Consult Received Accepted Warm</li> <li>• Consult Received Accepted Warm Time</li> <li>• Consult Received Engage Time</li> <li>• Consult Received Engage Warm Time</li> <li>• Consult Received Hold</li> <li>• Consult Received Hold Time</li> <li>• Consult Received Invite</li> <li>• Consult Received Invite Time</li> <li>• Consult Received Invite Warm</li> <li>• Consult Received Invite Warm Time</li> <li>• Consult Received Time</li> <li>• Consult Received Warm Hold</li> <li>• Consult Received Warm Hold Time</li> <li>• Consult Received Warm Time</li> </ul> | <ul style="list-style-type: none"> <li>• Consult Received Warm Wrap</li> <li>• Consult Received Warm Wrap Time</li> <li>• Consult Received Wrap</li> <li>• Consult Received Wrap Time</li> <li>• Consult Redirected</li> <li>• Consult Routed Other</li> <li>• Consult Short Abandoned Waiting</li> <li>• Consult Standard Abandoned Waiting</li> <li>• Consult Standard Abandoned Waiting Time</li> <li>• Consult Stuck</li> <li>• Consult Transfer Initiated Agent</li> <li>• Max Consult Abandoned Waiting Time</li> <li>• Max Consult Abandoned Waiting Time (Fmt)</li> <li>• Max Consult Accept Time</li> </ul> |
|--|--|--|

- Max Consult Accept Time (Fmt)
- Max Consult Clear Time
- Max Consult Clear Time (Fmt)
- Max Consult Distribute Time
- Max Consult Distribute Time

**Attributes:**

- There are no attributes in this folder.

**Folder:** Queue > Q Customer

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the organization, metrics, and filtering of Info Mart data based on the queue(s) through which customer interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related metrics.

**Metrics:**

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted
- % Accepted Agent
- % Distributed
- % Short Abandoned Waiting
- % Transfer Initiated Agent
- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others
- ASA
- ASA (Fmt)
- Avg Abandoned Waiting Time
- Avg Accept Time
- Avg Accept Time Agent
- Avg Clear Time
- Avg Distribute Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Invite Time
- Avg Wrap Time
- Clear Time
- Cleared
- Conference Initiated Agent
- Distribute Time
- Distributed
- Engage Time
- Entered
- Group Combination
- Group Combination Abn
- Group Combination Ans
- Handle Time
- Hold
- Hold Time
- Invite
- Invite Time
- Max Abandoned Waiting Time
- Max Abandoned Waiting Time (Fmt)
- Max Accept Time
- Max Accept Time (Fmt)
- Max Clear Time
- Max Clear Time (Fmt)
- Max Distribute Time
- Max Distribute Time (Fmt)
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Not Accepted
- Offered
- Redirected
- Routed Other
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Start Date Time Key
- Start Date Time Key Abn
- Start Date Time Key Ans
- Stuck
- Transfer Initiated Agent

- Wrap
- Wrap Time

**Attributes:**

- There are no attributes in this folder.

## Folder: Queue > Q Customer & Consults

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which both customer and consult interactions pass. Counts and duration metrics are attributed to the reporting interval in which interactions entered the queue—even for agent-related metrics.

**Metrics:**

- Abandoned Inviting
- Abandoned Waiting
- Abandoned Waiting Time
- Accept Time
- Accept Time Agent
- Accepted
- Accepted Agent
- Accepted Agent in Threshold
- Accepted in Threshold
- Accepted Others
- Clear Time
- Cleared
- Distribute Time
- Distributed
- Engage Time
- Entered
- Hold
- Hold Time
- Invite
- Invite Time
- Max Standard Abandoned Waiting Time
- Max Standard Abandoned Waiting Time (Fmt)
- Not Accepted
- Offered
- Redirected
- Routed Other
- Short Abandoned Waiting
- Standard Abandoned Waiting
- Standard Abandoned Waiting Time
- Stuck
- Transfer Initiated Agent
- Wrap
- Wrap Time

**Attributes:**

- There are no attributes in this folder.

## Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the measurement of Info Mart data based on the time interval in which interactions are abandoned in the queue.

**Metrics:**

- % Abandoned Waiting ST 1-20
- Abandoned Waiting
- Abandoned Waiting ST 1-20

**Attributes:**

- There are no attributes in this folder.

## Folder: Queue > Q Customer & Consults > Accepted Agent ST1

**Introduced:** 9.0.007.03

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**Description:** All objects in this folder enable the measurement of Info Mart data based on the time interval in which agents accept or answer interactions that pass through the queue.

**Metrics:**

- % Accepted Agent ST 1-20
- Accepted Agent
- Accepted Agent ST 1-20

**Attributes:**

- There are no attributes in this folder.

## Folder: Queue > Queue Predictive Routing

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the organization, measurement, and filtering of Info Mart data based on the queue(s) through which Genesys Predictive Routing (GPR) interactions pass.

**Metrics:**

- % Error
- Agent Score
- Error
- Active
- Avg Agent Score

**Attributes:**

- Model
- Predictor
- Predictor Switch

## Folder: Queue > Queue User Data Example

**Introduced:** 9.0.007.03

**Description:** All objects in this folder enable the organization and filtering of Info Mart data based on user data dimensions.

**Metrics:**

- There are no metrics in this folder

**Attributes:**

- Category
- Classify Sentiment Category
- Influence Category
- Category Key
- Dimension 1 - Dimension 5
- Screen Actionability Category
- Classify Actionability Category
- Dimension 6 - Dimension 10
- Screen Sentiment Category

Reports built primarily from the objects in the Queue folder and subfolders

- Abandon Delay Report
- Interaction Traffic Group Report
- Interaction Traffic Report
- Predictive Routing Queue Statistics Report
- Queue Outline Report
- Queue Summary Report
- Speed Of Accept (hours) Report
- Speed Of Accept (seconds) Report
- Weekly Queue Summary Dashboard



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For more information about Queue reports, see the guide *Historical Reporting with Genesys CX Insights*.