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Genesys CX Insights Multicloud Projects Reference Guide

Queue Metrics

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

Related documentation:

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- [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 Queue folder contains numerous metrics that you can use to build queue-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*.

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.

Queue

- % Abandoned Inviting
- % Abandoned Waiting
- % Accept Service Level
- % Accepted

| | | |
|---------------------------------------|-------------------------------------|---------------------------------------|
| • % Accepted Agent | Warm Time | • Avg Consult Received Time |
| • % Short Abandoned Waiting | • Consult Received Hold | • Consult Abandoned Inviting |
| • % Transfer Initiated | • Consult Received Hold Time | • Consult Abandoned Waiting |
| • % Transfer Initiated Agent | • Consult Received Invite | • Consult Abandoned Waiting Time |
| • Abandoned Inviting | • Consult Received Invite Time | • Consult Accept Time |
| • Abandoned Waiting | • Consult Received Invite Warm | • Consult Accept Time Agent |
| • Abandoned Waiting Time | • Consult Received Invite Warm Time | • Consult Accepted |
| • Accept Time | • Consult Received Time | • Consult Accepted Agent in Threshold |
| • Accept Time Agent | • Consult Received Warm Hold | • Consult Accepted in Threshold |
| • Accepted | • Consult Received Warm Hold Time | • Consult Accepted Others |
| • Accepted Agent | • Consult Received Warm Time | • Consult Clear Time |
| • Accepted in Threshold | • Consult Received Warm Wrap | • Consult Cleared |
| • Accepted Others | • Consult Received Warm Wrap Time | • Consult Distribute Time |
| • ASA | • Consult Received Wrap | • Consult Distributed |
| • ASA (Fmt) | • Consult Received Wrap Time | • Consult Entered |
| • Avg Abandoned Waiting Time | • Engage Time | • Consult Not Accepted |
| • Avg Accept Time | • Entered | • Consult Offered |
| • Avg Accept Time Agent | • Handle Time | • Consult Received Accepted |
| • Avg Consult Received Time | • Hold | • Consult Received Accepted Warm |
| • Avg Consult Received Warm Time | • Hold Time | • Consult Received Accepted Warm Time |
| • Avg Consult Received Warm Wrap Time | • Invite | • Consult Received Accepted Warm Time |
| • Avg Consult Received Wrap Time | • Invite Time | • Consult Received Engage Time |
| • Avg Engage Time | • Max Abandoned Waiting Time | • Consult Received Engage Warm Time |
| • Avg Handle Time | • Max Abandoned Waiting Time (Fmt) | • Consult Received Hold |
| • Avg Hold Time | • Short Abandoned Waiting | • Consult Received Hold Time |
| • Avg Invite Time | • Standard Abandoned Waiting Time | • Consult Received Invite |
| • Avg Wrap Time | • Start Date Time Key | • Consult Received Invite Time |
| • Conference Initiated Agent | • Transfer Initiated Agent | • Consult Received Invite Warm |
| • Consult Received Accepted | • Wrap | • Consult Received Invite Warm Time |
| • Consult Received Accepted Warm | • Wrap Time | • Consult Received Time |
| • Consult Received Engage Time | | • Consult Received Warm Hold |
| • Consult Received Engage | | |

Queue > Q Consults

- Consult Received Warm Hold Time
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Redirected
- Consult Routed Other
- Consult Short Abandoned Waiting
- Consult Standard Abandoned Waiting
- Consult Standard Abandoned Waiting Time
- Consult Stuck
- Consult Transfer Initiated Agent
- Max Consult Abandoned Waiting Time
- Max Consult Abandoned Waiting Time (Fmt)
- Max Consult Accept Time
- Max Consult Accept Time (Fmt)
- Max Consult Clear Time
- Max Consult Clear Time (Fmt)
- Max Consult Distribute Time
- Max Consult Distribute Time (Fmt)

Queue > Q Customer

- % 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

Queue > Q Customer & Consults

- 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

Queue > Q Customer & Consults > Abandoned Waiting ST1

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

Queue > Q Customer & Consults > Accepted Agent ST1

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

Queue > Queue Predictive Routing

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

Queue > Queue User Data Example

- There are no metrics in this folder

Folder: Queue

| | |
|--|---------------------------------|
| <p>Metric name: % Abandoned Inviting</p> | <p>Folder: Queue</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent’s DN, relative to the total number of interactions that entered this queue and were subsequently offered to a resource. • Queue Group Attribute: The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent’s DN, relative to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource. | |

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Abandoned Inviting and Queue > Q Customer > Offered metrics.

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Queue Report

Metric name: % Abandoned Waiting

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered this queue.
- Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Abandoned Waiting and Queue > Q Customer > Entered metrics.

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report
- Predictive Routing Queue Statistics Report
- Queue Dashboard
- Queue Report
- Queue Summary Report

Metric name: % Accept Service Level

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.
- Queue Group Attribute: percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold to all interactions that entered queues that belong, relative to this queue group and were offered to a resource.

This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

| | | |
|---|---|---|
| Calculation: Calculated based on the Queue > Accepted in Threshold and Queue > Q Customer > Offered metrics. | | Used in: <ul style="list-style-type: none"> • Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing - AHT & QUEUE • Predictive Routing Queue Statistics Report • Queue Dashboard • Queue Report • Queue Summary Report |
| Media type: All | Data type: Number Metric type: Disposition | |

| | |
|--------------------------------|-------------------------|
| Metric name: % Accepted | Folder: Queue |
|--------------------------------|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted, relative to the total number of interactions that entered this queue.
- Queue Group Attribute: The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted, relative to the total number of interactions that entered queues that

belong to this queue group. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

| | | |
|--|---|---|
| Calculation: Calculated based on the Queue > Accepted and Queue > Q Customer > Offered metrics. | | Used in: <ul style="list-style-type: none"> • Queue Dashboard • Queue Report |
| Media type: All | Data type: Number Metric type: Disposition | |

| | |
|--------------------------------------|-------------------------|
| Metric name: % Accepted Agent | Folder: Queue |
|--------------------------------------|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered this queue and were offered to a resource.
- Queue Group Attribute: The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Accepted Agent and Queue > Q Customer > Offered metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report

Metric name: % Short Abandoned Waiting

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that entered this queue and were abandoned within a specific threshold, relative to the total number of customer interactions that entered this queue and were abandoned.
- Queue Group Attribute: The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold, relative to the total number of customer interactions that entered queues that belong to this queue group and were abandoned.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Entered metrics.

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: % Transfer Initiated

Folder:

Queue

Description: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.

Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted metrics

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Dashboard
- Queue Report

Metric name: % Transfer Initiated Agent

Folder:

Queue

| | |
|--|---|
| Description: Of the customer interactions that entered this queue (or queue in this queue group) and were distributed/accepted, the percentage that were transferred (warm or blind) by agents. | |
| Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted Agent metrics. | Used in: • Queue Summary Report |
| Media type: All Data type: Number Metric type: Disposition | |

| | |
|---|---|
| Metric name: Abandoned Inviting | Folder: Queue |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. | |
| Calculation: | Used in: • Queue Outline Report |
| Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition | |

| | |
|---|---|
| Metric name: Abandoned Waiting | Folder: Queue |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. <p>The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.</p> | |
| Calculation: | Used in: • Interaction Traffic Group Report • Interaction Traffic Report • Queue Outline Report |
| Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition | |

| | | |
|--|--|------------------------|
| | | • Queue Summary Report |
|--|--|------------------------|

| | |
|--|-------------------------|
| Metric name: Abandoned Waiting Time | Folder: Queue |
|--|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed.
- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be distributed.

The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

| | | |
|---|--|--|
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: Voice, Chat, Open (sync) | | |
| Data type: Number Metric type: Disposition | | |

| | |
|---------------------------------|-------------------------|
| Metric name: Accept Time | Folder: Queue |
|---------------------------------|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.
- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

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

| | |
|---------------------------------------|-------------------------|
| Metric name: Accept Time Agent | Folder: Queue |
|---------------------------------------|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents.
- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents.

Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert).
- Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Interaction Traffic Group Report
- Interaction Traffic Report
- Predictive Routing - AHT & QUEUE
- Predictive Routing Queue Statistics Report
- Queue Dashboard
- Queue Outline Report
- Queue Report
- Queue Summary Report

Metric name: Accepted Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or warm consultations that

were distributed from this queue, were accepted, answered, or pulled by an agent.

- Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Accepted in Threshold

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.
- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Dashboard
- Queue Report

Metric name: Accepted Others

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.
- Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.

Calculation: Calculated based on the Queue > Accepted and Queue > Accepted Agent metrics.

Used in:

| | | |
|--|--|--|
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Outline Report |
| Metric name: ASA | | Folder: Queue |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. Queue Group Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. <p>This metric is identical to Queue\Avg Accept Time.</p> | | |
| Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics. | | Used in: This metric is not used in any reports. |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: ASA (Fmt) | | Folder: Queue |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. Queue Group Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. <p>This metric is identical to Queue\Avg Accept Time.</p> | | |
| Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics. | | Used in: <ul style="list-style-type: none"> Queue Dashboard Queue Report |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Avg Abandoned Waiting Time | | Folder: Queue |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions spent at this queue before they were abandoned or dropped for any reason.
- Queue Group Attribute: The average amount of time that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason.

This average includes the duration and count of short-abandoned interactions.

Calculation: Calculated based on the Queue > Abandoned Waiting Time and Queue > Abandoned Waiting metrics.

Used in:

- Interaction Traffic Group Report
- Interaction Traffic Report
- Queue Dashboard
- Queue Report
- Queue Summary Report

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Metric name: Avg Accept Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
- Queue Group Attribute: The average amount of time that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to the Queue > ASA metric.

Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.

Used in:

- Interaction Traffic Group Report
- Interaction Traffic Report
- Predictive Routing - AHT & QUEUE
- Predictive Routing Queue Statistics Report
- Queue Summary Report

Media type: All

Data type: Number
Metric type: Disposition

Metric name: Avg Accept Time Agent

Folder:

Queue

Description: The average amount of time that customer interactions waited in this queue or queue group before they were accepted by agents. This duration includes alert (ring) time.

| | | |
|---|--|--|
| Calculation: Calculated based on the Queue > Accept Time Agent and Queue > Accepted Agent metrics. | | Used in: This metric is not used in any reports. |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |

| | |
|---|-------------------------|
| Metric name: Avg Consult Received Time | Folder: Queue |
|---|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests.
- Queue Group Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from queues that belong to this queue group, where the agents were the recipients of the collaboration/consultation requests.

| | | |
|---|--|--|
| Calculation: Calculated based on the Queue > Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm metrics. | | Used in: This metric is not used in any reports. |
| Media type: All (except Chat) | | |
| Data type: Number | | |
| Metric type: Disposition | | |

| | |
|--|-------------------------|
| Metric name: Avg Consult Received Warm Time | Folder: Queue |
|--|-------------------------|

Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.

This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions.

| | | |
|--|--|--|
| Calculation: Calculated based on the Queue > Consult Received Warm Time and Queue > Consult Received Accepted Warm metrics. | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |

| | |
|---|-------------------------|
| Metric name: Avg Consult Received Warm Wrap Time | Folder: Queue |
|---|-------------------------|

| | | |
|---|--|---|
| | | |
| <p>Description: The average amount of time that this agent spent in ACW state following consultations that the agent requested and received, where the consultations were distributed from this queue and associated with customer interactions that were transferred to or conferenced with the agent.</p> <p>This metric includes:</p> <ul style="list-style-type: none"> • ACW durations that were associated with conferences where the customer leaves the interaction • Internal interactions that were transferred to the agent | | |
| <p>Calculation: Calculated based on the Queue > Consult Received Warm Wrap Time and Queue > Consult Received Accepted Warm Wrap metrics.</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| <p>Metric name: Avg Consult Received Wrap Time</p> | | <p>Folder:</p> <p>Queue</p> |
| <p>Description: The average amount of time that this agent spent in ACW state following simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls.</p> <p>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.</p> | | |
| <p>Calculation: Calculated based on the Queue > Consult Received Wrap Time and Queue > Consult Received Wrap metrics.</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| <p>Metric name: Avg Engage Time</p> | | <p>Folder:</p> <p>Queue</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: For customer interactions that were distributed or pulled from this queue, the average amount of time that agents were engaged with customers. • Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time that agents were engaged with customers. | | |
| <p>Calculation: Calculated based on the Queue > Engage Time and Queue > Accepted Agent metrics.</p> | | <p>Used in:</p> |

| | | |
|--|--|---|
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Summary Report |
| Metric name: Avg Handle Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. Queue Group Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. <p>This metric is calculated as the sum of agent-accepted interactions and simple consult interactions that agents received, and is attributed to the interval in which interactions entered the queue.</p> | | |
| Calculation: Calculated as the sum of the Queue > Handle Time, Accepted Agent, and Consult Received Accepted metrics. | | Used in: <ul style="list-style-type: none"> Queue Summary Report |
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Summary Report |
| Metric name: Avg Hold Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from this queue. Queue Group Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from queues that belong to this queue group. <p>This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.</p> | | |
| Calculation: Calculated based on the Queue > Hold Time and Queue > Hold metrics. | | Used in: <ul style="list-style-type: none"> Queue Dashboard Queue Report Queue Summary Report |
| Media type: Voice Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Dashboard Queue Report Queue Summary Report |
| Metric name: Avg Invite Time | | Folder: Queue |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions—distributed from this queue—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.
- Queue Group Attribute: The average amount of time that customer interactions—distributed from queues that belong to this queue group—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

The dialing component of this metric applies to voice media only.

Calculation: Calculated based on the Queue > Invite Time and Queue > Invite metrics.

Used in:

- Queue Dashboard
- Queue Report

Media type: Voice

Data type: Number
Metric type: Disposition

Metric name: Avg Wrap Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.
- Queue Group Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Calculation: Calculated based on the Queue > Wrap Time and Queue > Wrap metrics.

Used in:

- Queue Dashboard
- Queue Report
- Queue Summary Report

Media type: Voice

Data type: Number
Metric type: Disposition

Metric name: Conference Initiated Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established.
- Queue Group Attribute: The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established.

The count includes the number of established conferences that were initiated for transferred interactions that agents received.

| | | |
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| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All (except email) | | |
| Data type: Number | | |
| Metric type: Disposition | | |

| | |
|---|-------------------------|
| Metric name: Consult Received Accepted | Folder: Queue |
|---|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.
- Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.

| | | |
|--------------------------------------|--|---|
| Calculation: | | Used in: <ul style="list-style-type: none"> • Queue Outline Report • Queue Summary Report |
| Media type: All (except Chat) | | |
| Data type: Number | | |
| Metric type: Disposition | | |

| | |
|--|-------------------------|
| Metric name: Consult Received Accepted Warm | Folder: Queue |
|--|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents.
- Queue Group Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents.

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

| | |
|--|-------------------------|
| Metric name: Consult Received Engage Time | Folder: Queue |
|--|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests.
- Queue Group Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Engage Warm Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.
- Queue Group Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group and 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

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Hold

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.
- Queue Group Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated

with customer interactions and the agents were the recipients of the consultation requests.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Hold Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount time that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.
- Queue Group Attribute: The total amount time that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Invite

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions.
- Queue Group Attribute: The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions, where the calls were established successfully.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Invite Time

Folder:

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|--|--|--|
| | | Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that simple consult interactions that were distributed from this queue alerted or rang at agents. Queue Group Attribute: The total amount of time that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents. <p>Consultations do not have to be established for this metric to be incremented.</p> | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| <p>Media type: All (except Chat)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| Metric name: Consult Received Invite Warm | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents accepted the calls. Queue Group Attribute: The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents accepted the calls. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| Metric name: Consult Received Invite Warm Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that warm consult interactions distributed from this queue alerted or rang at agents. Queue Group Attribute: The total amount of time that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents. <p>By definition, warm interactions must be established for this metric to be incremented.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: All (except</p> | | |

| | | |
|---|--|---|
| Chat) | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |

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|---|-------------------------|
| Metric name: Consult Received Time | Folder: Queue |
|---|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue.
- Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group.

This metric includes hold duration that is associated with the collaboration/consultation.

Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME or as AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME

Used in:

- Queue Summary Report

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

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|--|-------------------------|
| Metric name: Consult Received Warm Hold | Folder: Queue |
|--|-------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultations distributed from this queue that agents 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.
- Queue Group Attribute: The total number of consultations distributed from queues that belong to this queue group that agents 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

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

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| | Folder: |
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| Metric name: Consult Received Warm Hold Time | | Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents. • Queue Group Attribute: The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group and 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: | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Consult Received Warm Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from this queue and directly associated with customer interactions. • Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from queues that belong to this queue group and the collaborations/consultations were directly associated with customer interactions. <p>This metric is attributed to the interval in which interactions entered the queue. Time begins when the collaboration or consultation is accepted by the receiving agent and ends when the customer interaction is transferred to or conferenced with the agent. This metric excludes alert (ring) and ACW durations associated with the collaborations/consultations.</p> | | |
| Calculation: Calculated as AG2_QUEUE_*.CONSULT_RCV_WARM_ENGAGE_TIME plus AG2_QUEUE_*.CONSULT_RCV_WARM_HOLD_TIME, or as AG2_QUEUE_GRP_*.CONSULT_RCV_WARM_ENGAGE_TIME + AG2_QUEUE_GRP_*.CONSULT_RCV_WARM_HOLD_TIME | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Consult Received Warm Wrap | | Folder: Queue |

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| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents. • Queue Group Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents. <p>In common call-flow scenarios, this metric yields a value of zero.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Consult Received Warm Wrap Time | | Folder: |
| | | Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that agents spent in ACW (Wrap) state following consultations that the agents requested and received, where the consultations were distributed from this queue and associated with customer interactions, and the interactions were transferred to or conferenced with the agents. • Queue Group Attribute: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents. <p>This metric includes:</p> <ul style="list-style-type: none"> • ACW durations that were associated with conferences, where the customer leaves the interactions. • Internal interactions that were transferred to the agents. <p>In common call-flow scenarios, this metric yields a value of zero.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Consult Received Wrap | | Folder: |
| | | Queue |

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.
- Queue Group Attribute: The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Wrap Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were in ACW (Wrap) state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.
- Queue Group Attribute: The total amount of time that agents were in ACW state, after simple consultations that the agents accepted, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Engage Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time that agents were engaged with customers.
- Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time that agents were engaged with customers.

This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.

Calculation:

Media type: All

Used in:

| | | |
|--|--|---|
| <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> Queue Summary Report |
| <p>Metric name: Entered</p> | | <p>Folder: Queue</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue. Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group. <p>If the same interaction enters this queue more than once, this metric counts each entrance separately.</p> | | |
| <p>Calculation:</p> | | <p>Used in:</p> |
| <p>Media type: All Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> Queue Dashboard Queue Outline Report Queue Report |
| <p>Metric name: Handle Time</p> | | <p>Folder: Queue</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. Queue Group Attribute: The total amount of time that agents spent handling customer interactions or warm consultations interactions that were distributed or pulled from queues that belong to this queue group. <p>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 agents receive, and all ACW time for consultations that agents receive. Some of these components return nonzero values for some media types.</p> | | |
| <p>Calculation: Calculated based on the following metrics from the Queue folder: Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time, Consult Received Warm Time, and Consult Received Warm Wrap metrics.</p> <p>Time Queue</p> | | <p>Used in: This metric is not used in any reports.</p> |
| <p>Media type: All Data type: Number Metric type: Disposition</p> | | |

| | | |
|---|--|--|
| Metric name: Hold | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of times that agents had customer interactions, distributed from this queue, on hold. • Queue Group Attribute: The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold. <p>This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.</p> | | |
| Calculation: | | Used in: |
| Media type: Voice Data type: Number Metric type: Disposition | | This metric is not used in any reports. |
| Metric name: Hold Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that agents had customer interactions that were distributed from this queue on hold. • Queue Group Attribute: The total amount of time that agents had customer interactions that were distributed from queues that belong to this queue group on hold. <p>This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.</p> | | |
| Calculation: | | Used in: |
| Media type: Voice Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> • Queue Summary Report |
| Metric name: Invite | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of customer interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed or pulled from this queue. • Queue Group Attribute: The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted | | |

the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.

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:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed.
- Queue Group Attribute: The total amount of time that customer interactions, distributed from queues that belong to this queue group, alerted or rang at agents plus the total duration of the dialing that 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.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Max Abandoned Waiting Time

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time (in seconds) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed.
- Queue Group Attribute: The total amount of time (in seconds) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed.

Calculation:

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report
- Queue Summary Report

Folder:

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|--|--|---|
| Metric name: Max Abandoned Waiting Time (Fmt) | | Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed. • Queue Group Attribute: The total amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed. | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> • Interaction Traffic Report • Queue Dashboard • Queue Report • Queue Summary Report |
| Metric name: Short Abandoned Waiting | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. <p>The count excludes interactions that were abandoned after distribution. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section. For example, if the short-abandoned threshold value is configured to 10 seconds, and the interaction is abandoned in less than ten seconds, it is counted, while interactions that last more than ten seconds are not counted.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> • Interaction Traffic Group Report • Queue Dashboard • Queue Outline Report • Queue Report |
| Metric name: Standard Abandoned Waiting Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> | | |

- Queue Attribute: The total amount of time that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed.
- Queue Group Attribute: The total amount of time that is associated with interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed.

This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.

Calculation:

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Start Date Time Key

Folder:

Queue

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.

Calculation:

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Transfer Initiated Agent

Folder:

Queue

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from this queue.
- Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group.

Both warm and blind transfers are reflected in this metric.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

Metric name: Wrap

Folder:

| | | |
|---|--|--|
| | | Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that agents entered or were in ACW (Wrap) state upon handling customer interactions that were distributed from this queue. Queue Group Attribute: The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number Metric type: Disposition | | |

| | | |
|--|--|---|
| Metric name: Wrap Time | | Folder: Queue |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue. Queue Group Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group. | | |
| Calculation: | | Used in: <ul style="list-style-type: none"> Queue Summary Report |
| Media type: Voice | | |
| Data type: Number Metric type: Disposition | | |

Folder: Queue > Q Consults

| | | |
|--|--|--------------------------------------|
| Metric name: Avg Consult Received Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The average amount of time that agents were engaged in collaborations or consultations that were distributed from this queue, where the agents were the recipients of the collaboration/consultation requests. Queue Group Attribute: The average amount of time that agents were engaged in collaborations or | | |

consultations that were distributed from queues that belong to this queue group, where the agents were the recipients of the collaboration/consultation requests.

Calculation: Calculated based on the Queue > Consult Received Time, Consult Received Warm Time, Consult Received Accepted, and Consult Received Accepted Warm metrics.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Abandoned Inviting

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that consult interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.
- Queue Group Attribute: The total number of times that consult interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent.

Calculation:

Media type: Voice, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Abandoned Waiting

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consultations entered this queue and were abandoned before they could be established inside the short-abandoned threshold, where the consultations were associated with customer interactions.
- Queue Group Attribute: The total number of times that simple consultations entered queues that belong to this queue group and were abandoned before they could be established inside the short-abandoned threshold where the consultations were associated with customer interactions.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: Voice, Open

Used in:

| | | |
|---|--|--|
| (sync) Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Outline Report |
|---|--|--|

| | |
|--|--------------------------------------|
| Metric name: Consult Abandoned Waiting Time | Folder: Queue > Q Consults |
|--|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be established.
- Queue Group Attribute: The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be established.

The duration starts the moment at which the consultation entered this queue and ends the moment at which the interaction was abandoned or stopped. The metricment includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

Calculation:

Media type: Voice, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Accept Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were accepted by handling resources.
- Queue Group Attribute: The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were accepted by handling resources.

The duration starts when consultations enter the queue and ends when the consultations are accepted by the target resource—thereby, including alert (ring) time.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Accept Time Agent

Folder:

Queue > Q Consults

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|--|--|---|
| | | |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that simple consult interactions waited in this queue before they were accepted by agents. Queue Group Attribute: The total amount of time that simple consult interactions waited in queues that belong to this queue group before they were accepted by agents. <p>The duration starts when consultations enter the queue and ends when the consultations are accepted by the agents—thereby, including alert (ring) time.</p> | | |
| <p>Calculation:</p> <p>Media type: All (except Chat)</p> <p>Data type: Number Metric type: Disposition</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Metric name: Consult Accepted</p> | | <p>Folder:</p> <p>Queue > Q Consults</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that simple consult interactions, that were distributed from this queue, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). Queue Group Attribute: The total number of times that simple consult interaction that were distributed from queues that belong to this queue group, were accepted by an agent, voice-treatment port, IVR port, or nonagent-associated DN. | | |
| <p>Calculation:</p> <p>Media type: All (except Chat)</p> <p>Data type: Number Metric type: Disposition</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Outline Report |
| <p>Metric name: Consult Accepted Agent in Threshold</p> | | <p>Folder:</p> <p>Queue > Q Consults</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that simple consult interactions that were distributed from this queue were accepted by an agent within the acceptance threshold. Queue Group Attribute: The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by an agent within the acceptance threshold. | | |

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Accepted in Threshold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions that were distributed from this queue were accepted by a handling resource within the acceptance threshold.
- Queue Group Attribute: The total number of times that simple consult interactions that were distributed from queues that belong to this queue group, were accepted by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Accepted Others

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consult interactions or collaborations that entered this queue and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.
- Queue Group Attribute: The total number of simple consult interactions or collaborations that entered queues that belong to this queue group and were subsequently distributed and accepted by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted and the total number of interactions that were accepted by an agent resource.

Calculation: Calculated based on the Queue > Consult Accepted and Queue > Consult Received Accepted metrics.

Media type: All (except Chat)

Used in:

- Queue Outline Report

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| Data type: Number Metric type: Disposition | | |
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| Metric name: Consult Clear Time | Folder: Queue > Q Consults |
|--|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The total amount of time that simple consult interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

| | |
|-------------------------------------|--------------------------------------|
| Metric name: Consult Cleared | Folder: Queue > Q Consults |
|-------------------------------------|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Distribute Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The amount of time from the moment at which simple consult interactions entered this queue to the moment at which they were distributed or pulled from this queue.
- Queue Group Attribute: The amount of time from the moment at which simple consult interactions entered queues that belong to this queue group to the moment at which were distributed or pulled from the queues.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Distributed

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consult interactions were distributed or pulled from this queue.
- Queue Group Attribute: The total number of times that simple consult interactions were distributed or pulled from queues that belong to this queue group.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Entered

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that simple consultation requests entered this queue where the collaborations/consultations were associated with customer interactions.
- Queue Group Attribute: The total number of times that simple consultation requests entered queues that belong to this queue group where the collaborations/consultations were associated with customer interactions.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Not Accepted

Folder:

Queue > Q Consults

Description: The total number of times that simple consult interactions entered this queue (or queue group), alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN.

Calculation: Calculated as the sum of the Queue > Q Consults > Consult Redirected and Queue > Q Consults > Consult Abandoned Inviting metrics.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Offered

Folder:

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of consultation requests that entered this queue and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.
- Queue Group Attribute: The total number of consultation requests that entered queues that belong to this queue group and were offered to a resource excluding interactions that were abandoned within the short-abandoned threshold, where the collaborations/consultations were associated with customer interactions.

This metric:

- includes handling attempts that agents rejected as well as warm consultations, conferences, and collaborations that agents received.
- excludes consultation requests for which no threshold was set by Router, and consultation requests for which no service objective was set.
- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Consult Entered and Queue > Consult Short Abandoned Waiting metrics.

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Received Accepted

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.
- Queue Group Attribute: The total number of times that agents received collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group and associated with customer interactions.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report
- Queue Summary Report

Folder:

| | | |
|--|--|--|
| Metric name: Consult Received Accepted Warm | | Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents. Queue Group Attribute: The total number of times that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Consult Received Accepted Warm Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents participated in consultations that the agents received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agents. Queue Group Attribute: The total amount of time that agents participated in consultations that the agents received, where the consultations were distributed or pulled from queues that belong to this queue group, associated with customer interactions, and transferred to or conferenced with the agents. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Consult Received Engage Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from this queue where the collaborations/consultations were associated with customer interactions and the agents were the recipients of the collaboration/consultations requests. | | |

- Queue Group Attribute: The total amount of time that agents were engaged in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group where the agents were the recipients of the collaboration/consultation requests and the collaborations/consultations were associated with customer interactions.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Engage Warm Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with agents.
- Queue Group Attribute: The total amount of time that agents were engaged in consultations that were distributed or pulled from queues that belong to this queue group and 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

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Hold

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests.
- Queue Group Attribute: The total number of simple consultations that agents had on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Calculation:

Media type: Voice

Data type: Number

Used in:

This metric is not used in any reports.

| | | |
|--|--|---|
| Metric type: Disposition | | |
| Metric name: Consult Received Hold Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount time that agents had simple consultations on hold where the consultations were distributed or pulled from this queue and associated with customer interactions and the agents were the recipients of the consultation requests. • Queue Group Attribute: The total amount time that agents had simple consult interactions on hold where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests. | | |
| Calculation: | | Used in: |
| Media type: Voice | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Consult Received Invite | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of simple consult interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions. • Queue Group Attribute: The total number of simple consult interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions, where the calls were established successfully. | | |
| Calculation: | | Used in: |
| Media type: All (except Chat) | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Consult Received Invite Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that simple consult interactions that were distributed from | | |

this queue alerted or rang at agents.

- Queue Group Attribute: The total amount of time that simple consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

Consultations do not have to be established for this metric to be incremented.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Invite Warm

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of warm consultations that were distributed from this queue that rang at agent resources before the agents accepted the calls.
- Queue Group Attribute: The total number of warm consultations that were distributed from queues that belong to this queue group that rang at agent resources before the agents accepted the calls.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Invite Warm Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that warm consult interactions distributed from this queue alerted or rang at agents.
- Queue Group Attribute: The total amount of time that warm consult interactions, distributed from queues that belong to this queue group, alerted or rang at agents.

By definition, warm interactions must be established for this metric to be incremented.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

| | | |
|--|--|---|
| Metric name: Consult Received Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from this queue. Queue Group Attribute: The total amount of time that agents were engaged as recipients in collaborations or simple consultations that were distributed or pulled from queues that belong to this queue group. <p>This metric includes hold duration that is associated with the collaboration/consultation.</p> | | |
| <p>Calculation: Calculated as AG2_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME or as AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME plus AG2_QUEUE_GRP_[*].CONSULT_RECEIVED_HOLD_TIME</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Summary Report |
| <p>Media type: All (except Chat)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| Metric name: Consult Received Warm Hold | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of consultations distributed from this queue that agents 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. Queue Group Attribute: The total number of consultations distributed from queues that belong to this queue group that agents 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. | | |
| <p>Calculation:</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| Metric name: Consult Received Warm Hold Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> | | |

- **Queue Attribute:**The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from this queue and associated with customer interactions, the agents were the recipients of the consultation requests, and the interactions were transferred to or conferenced with the agents.
- **Queue Group Attribute:** The total amount of time that agents had consultations on hold where the interactions were distributed or pulled from queues that belong to this queue group and 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
Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Warm Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- **Queue Attribute:**The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from this queue and directly associated with customer interactions.
- **Queue Group Attribute:** The total amount of time that agents were engaged as recipients in collaborations or consultations, including any related hold durations, where the collaborations/consultations were distributed or pulled from queues that belong to this queue group and the collaborations/consultations were directly associated with customer interactions.

This metric is attributed to the interval in which interactions entered the queue. Time begins when the collaboration or consultation is accepted by the receiving agent and ends when the customer interaction is transferred to or conferenced with the agent. This metric excludes alert (ring) and ACW durations associated with the collaborations/consultations.

Calculation: Calculated as
 AG2_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME plus
 AG2_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME, or as
 AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_ENGAGE_TIME +
 AG2_QUEUE_GRP_[*].CONSULT_RCV_WARM_HOLD_TIME

Used in:

This metric is not used in any reports.

Media type: Voice
Data type: Number
Metric type: Disposition

Metric name: Consult Received Warm Wrap

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- **Queue Attribute:** The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from this queue and were associated with

customer interactions, and the interactions were transferred to or conferenced with the agents.

- Queue Group Attribute: The total number of consultations that agents received for which agents entered ACW state where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

In common call-flow scenarios, this metric yields a value of zero.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Warm Wrap Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents spent in ACW (Wrap) state following consultations that the agents requested and received, where the consultations were distributed from this queue and associated with customer interactions, and the interactions were transferred to or conferenced with the agents.
- Queue Group Attribute: The total amount of time that agents spent in ACW state following consultations that the agents requested and received, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions, and the interactions were transferred to or conferenced with the agents.

This metric includes:

- ACW durations that were associated with conferences, where the customer leaves the interactions.
- Internal interactions that were transferred to the agents.

In common call-flow scenarios, this metric yields a value of zero.

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Wrap

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of simple consultations for which agents entered ACW state where the consultations were distributed or pulled from this queue and associated with customer

interactions and the agents were the recipients of the consultation requests.

- Queue Group Attribute: The total number of collaborations or simple consultations for which agents entered ACW state where the interactions were distributed or pulled from queues that belong to this queue group and associated with customer interactions and the agents were the recipients of the consultation requests.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Wrap Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents were in ACW (Wrap) state after simple consultations that the agents accepted, where the consultations were distributed from this queue and were associated with customer interactions.
- Queue Group Attribute: The total amount of time that agents were in ACW state, after simple consultations that the agents accepted, where the consultations were distributed from queues that belong to this queue group and were associated with customer interactions.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Redirected

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that collaborations or simple consult interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent.
- Queue Group Attribute: The total number of times that collaborations or simple consult interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

| | | |
|---|--|--|
| Metric name: Consult Routed Other | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that consult interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. Queue Group Attribute: The total number of times that consult interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources. | | |
| Calculation: | | Used in: |
| <p>Media type: All (except Chat)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> Queue Outline Report |
| Metric name: Consult Short Abandoned Waiting | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that requests for consultation entered this queue and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. Queue Group Attribute: The total number of times that requests for consultation entered queues that belong to this queue group and were abandoned within the short-abandoned threshold where the consultations were associated with customer interactions. <p>This metric:</p> <ul style="list-style-type: none"> excludes collaborations and consultations that were abandoned after distribution. relies on the value of the Short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section. | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Open (Sync)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> Queue Outline Report |
| Metric name: Consult Standard Abandoned Waiting | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> | | |

- Queue Attribute: The total number of simple consult interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established.
- Queue Group Attribute: The total number of simple consult interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the consultations could be established.

This metric:

- excludes consultations that were abandoned while they were alerting at a handling resource.
- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: Voice, Open (Sync)

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Consult Standard Abandoned Waiting Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Total amount of time that is associated with simple consult interactions that entered this queue and were abandoned by the agent or dropped for any reason before the consultations could be established.
- Queue Group Attribute: Total amount of time that is associated with simple consult interactions that entered queues that belong to this queue group and were abandoned by the agent or dropped for any reason before the consultations could be established.

This metric:

- starts when the consultation enters the queue and ends when the consultation is abandoned or dropped, but only after the short-abandoned threshold has elapsed.
- excludes the time that is associated with consultations that were abandoned while they were alerting at a handling resource.
- relies on the value of the **Short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: Voice, Open (Sync)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

| | | |
|--|--|--|
| Metric name: Consult Stuck | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that simple consult interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (that is, having a technical result of StuckCall). Queue Group Attribute: The total number of times that simple consult interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (that is, having a technical result of StuckCall). <p>Interactions can be cleared for other reasons, including:</p> <ul style="list-style-type: none"> Distribution to a parallel virtual queue. Default routed by the switch. Default routed by a routing strategy. Removing interactions that are determined to be stuck. Removing interactions for any other reason, such as abnormal stops. Removing interactions from a virtual queue by using the URS ClearTargets function. | | |
| Calculation: | | Used in: |
| Media type: All (except Chat) Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Outline Report |
| Metric name: Consult Transfer Initiated Agent | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that agents transferred simple consult interactions that were distributed or pulled from this queue. Queue Group Attribute: The total number of times that agents transferred simple consult interactions that were distributed or pulled from queues that belong to this queue group. | | |
| Calculation: | | Used in: |
| Media type: All (except Chat) Data type: Number Metric type: Disposition | | <p>This metric is not used in any reports.</p> |
| | | Folder: |

| | | |
|--|--|---|
| Metric name: Max Consult Abandoned Waiting Time | | Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (in seconds) that agents waited at this queue before they abandoned their simple consult interactions. Queue Group Attribute: Longest amount of time (in seconds) that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions. <p>Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Open (Sync)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Max Consult Abandoned Waiting Time (Fmt) | | Folder: |
| | | Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (HH:MM:SS) that agents waited at this queue before they abandoned their simple consult interactions. Queue Group Attribute: Longest amount of time (HH:MM:SS) that agents waited at queues that belong to this queue group before they abandoned their simple consult interactions. <p>Interactions that were abandoned after they were offered to a resource (that is, abandoned-while-alerting/abandoned-while-ringing interactions) are excluded from consideration.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Open (Sync)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Max Consult Accept Time | | Folder: |
| | | Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (seconds) that simple consult interactions that were distributed from this queue spent in a queue before they were accepted by the target resource. | | |

- Queue Group Attribute: Longest amount of time (seconds) that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.

Duration starts when the consultation enters the member queue and ends when the consultation is accepted—thereby, including alert (ring) time.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Max Consult Accept Time (Fmt)

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions that were distributed from this queue spent in a queue before they were accepted by the target resource.
- Queue Group Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions that were distributed from queues that belong to this queue group, spent in a queue before they were accepted by the target resource.

Duration starts when the consultation enters the member queue and ends when the consultation is accepted—thereby, including alert (ring) time.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Max Consult Clear Time

Folder:

Queue > Q Consults

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: Longest amount of time (seconds) that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: Longest amount of time (seconds) that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Calculation:

Media type: All (except Chat)

Used in:

This metric is not used in any reports.

| | | |
|--|--|--|
| Data type: Number Metric type: Disposition | | |
| Metric name: Max Consult Clear Time (Fmt) | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue. Queue Group Attribute: Longest amount of time (HH:MM:SS) that simple consult interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All (except Chat) Data type: Number Metric type: Disposition | | |
| Metric name: Max Consult Distribute Time | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (seconds) that customer interactions spent in this queue before they were distributed. Queue Group Attribute: Longest amount of time (seconds) that customer interactions spent in queues that belong to this queue group before they were distributed. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All (except Chat) Data type: Number Metric type: Disposition | | |
| Metric name: Max Consult Distribute Time (Fmt) | | Folder: Queue > Q Consults |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: Longest amount of time (HH:MM:SS) that customer interactions spent in this queue before they were distributed. | | |

- Queue Group Attribute: Longest amount of time (HH:MM:SS) that customer interactions spent in queues that belong to this queue group before they were distributed.

Calculation:

Media type: All (except Chat)

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Folder: Queue > Q Customer

Metric name: % Abandoned Inviting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered this queue and were subsequently offered to a resource.
- Queue Group Attribute: The percentage of interactions that entered queues that belong to this queue group, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN, relative to the total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Abandoned Inviting and Queue > Q Customer > Offered metrics.

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Queue Report

Metric name: % Abandoned Waiting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that both entered this queue and were subsequently abandoned before the interactions could be distributed, relative to the total number of

interactions that entered this queue.

- Queue Group Attribute: The percentage of customer interactions that both entered queues that belong to this queue group and were subsequently abandoned before the interactions could be distributed, relative to the total number of interactions that entered a queue that belongs to this queue group.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Abandoned Waiting and Queue > Q Customer > Entered metrics.

Used in:

- Interaction Traffic Report
- Predictive Routing Queue Statistics Report
- Queue Dashboard
- Queue Report
- Queue Summary Report

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Metric name: % Accept Service Level

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The service level of this queue measured as a percentage of interactions that entered this queue and were accepted within the acceptance threshold, relative to all interactions that entered this queue and were offered to a resource.
- Queue Group Attribute: percentage of interactions that entered queues that belong to this queue group and were accepted within the acceptance threshold to all interactions that entered queues that belong, relative to this queue group and were offered to a resource.

This metric yields results other than 0 only for interactions that were accepted by an agent. This metric relies on the value of the **acceptance threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Accepted in Threshold and Queue > Q Customer > Offered metrics.

Used in:

- Interaction Traffic Group Report
- Interaction Traffic Report
- Predictive Routing - AHT & QUEUE
- Predictive Routing Queue Statistics Report
- Queue Dashboard
- Queue Report
- Queue Summary Report

Media type: All

Data type: Number
Metric type: Disposition

Metric name: % Accepted

Folder:

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|--|--|---|
| | | Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The percentage of customer interactions and warm consultations that entered this queue and were subsequently distributed and accepted to the total number of interactions that entered this queue. Queue Group Attribute: The percentage of customer interactions and warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted to the total number of interactions that entered queues that belong to this queue group. <p>This metric relies on the value of the acceptance threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.</p> | | |
| <p>Calculation: Calculated based on the Queue > Accepted and Queue > Q Customer > Offered metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Interaction Traffic Report |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | |
| <p>Metric name: % Accepted Agent</p> | | <p>Folder:</p> <p>Queue > Q Customer</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered this queue and were offered to a resource. Queue Group Attribute: The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed and accepted by an agent, relative to the total number of interactions that entered queues that belong to this queue group and were offered to a resource. <p>This metric relies on the value of the acceptance threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.</p> | | |
| <p>Calculation: Calculated based on the Queue > Accepted Agent and Queue > Q Customer > Offered metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Interaction Traffic Report |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | |
| <p>Metric name: % Distributed</p> | | <p>Folder:</p> <p>Queue > Q Customer</p> |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The percentage of customer interactions or warm consultations that entered this queue and were subsequently distributed to a resource to the total number of interactions that | | |

entered this queue and were offered to a resource.

- Queue Group Attribute: The percentage of customer interactions or warm consultations that entered queues that belong to this queue group and were subsequently distributed to a resource to the total number of interactions that entered queues that belong to this queue group and were offered to a resource.

This metric relies on the value of the **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section. Distribution includes interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Calculation: Calculated based on the Queue > Q Customer > Distributed and Queue > Q Customer > Offered metrics.

Used in:

Media type: All

Data type: Number

Metric type: Disposition

- Interaction Traffic Report
- Queue Report

Metric name: % Short Abandoned Waiting

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The percentage of customer interactions that entered this queue and were abandoned within a specific threshold, relative to the total number of customer interactions that entered this queue and were abandoned.
- Queue Group Attribute: The percentage of customer interactions that entered queues that belong to this queue group and were abandoned within a specific threshold, relative to the total number of customer interactions that entered queues that belong to this queue group and were abandoned.

The count excludes interactions that were abandoned after distribution. This metric relies on the value of **short-abandoned threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Entered metrics.

Used in:

Media type: Voice, Chat, Open (sync)

Data type: Number

Metric type: Disposition

This metric is not used in any reports.

Folder:

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|--|--|---|
| Metric name: % Transfer Initiated Agent | | Queue > Q Customer |
| Description: Of the customer interactions that entered this queue (or queue in this queue group) and were distributed/accepted, the percentage that were transferred (warm or blind) by agents. | | |
| Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Accepted Agent metrics. | | Used in: • Queue Summary Report |
| Media type: All | | |
| Data type: Number Metric type: Disposition | | |

| | | |
|--|--|---|
| Metric name: Abandoned Inviting | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: | | |
| <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions that were distributed or pulled from this queue were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. • Queue Group Attribute: The total number of times that customer interactions that were distributed or pulled from queues that belong to this queue group were abandoned or dropped for any reason while the interactions were alerting or ringing at an agent. | | |
| Calculation: | | Used in: • Queue Outline Report |
| Media type: Voice, Chat, Open (sync) | | |
| Data type: Number Metric type: Disposition | | |

| | | |
|--|--|--------------------------------------|
| Metric name: Abandoned Waiting | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: | | |
| <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. <p>The count includes short-abandoned interactions and excludes interactions that were abandoned after distribution, such as abandoned-while-inviting interactions.</p> | | |
| Calculation: | | Used in: |
| Media type: Voice, Chat, Open (sync) | | |
| | | |

| | |
|---|--|
| <p>Data type: Number Metric type: Disposition</p> | <ul style="list-style-type: none"> • Interaction Traffic Group Report • Interaction Traffic Report • Queue Outline Report • Queue Summary Report |
|---|--|

| | |
|---|---|
| <p>Metric name: Abandoned Waiting Time</p> | <p>Folder: Queue > Q Customer</p> |
|---|---|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were abandoned or dropped for any reason and before the interactions could be distributed.
- Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were abandoned or dropped for any reason and before the interactions could be distributed.

The duration starts the moment at which the interaction entered this queue and ends the moment at which the interaction was abandoned or stopped. The measurement includes short-abandoned interactions and excludes interactions that were abandoned after distribution.

| | | |
|---|--|--|
| <p>Calculation:</p> | | <p>Used in: This metric is not used in any reports.</p> |
| <p>Media type: Voice, Chat, Open (sync)</p> | | |
| <p>Data type: Number Metric type: Disposition</p> | | |

| | |
|--|---|
| <p>Metric name: Accept Time</p> | <p>Folder: Queue > Q Customer</p> |
|--|---|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.
- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

| | | |
|---|--|--|
| <p>Calculation:</p> | | <p>Used in: This metric is not used in any reports.</p> |
| <p>Media type: All</p> | | |
| <p>Data type: Number Metric type: Disposition</p> | | |

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|-----------------------|
| <p>Folder:</p> |
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|--|--|---|
| Metric name: Accept Time Agent | | Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents. Queue Group Attribute: The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents. <p>Duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.</p> | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: Disposition | | This metric is not used in any reports. |
| Metric name: Accepted | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions and warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as contact center resources that can alert). Queue Group Attribute: The total number of times that customer interactions and warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent, voice-treatment port, IVR port, or nonagent-associated DN. | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Interaction Traffic Group Report Interaction Traffic Report Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard Queue Outline Report Queue Report Queue Summary Report |
| Metric name: Accepted Agent | | Folder: |

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or warm consultations that were distributed from this queue, were accepted, answered, or pulled by an agent.
- Queue Group Attribute: The total number of times that customer interactions or warm consultations that were distributed from queues that belong to this queue group, were accepted, answered, or pulled by an agent.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Accepted Agent in Threshold

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.
- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.

This metric relies on the value of the **accepted-by-agent threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted in Threshold

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions or established warm consultations that were distributed from this queue were accepted, answered, or pulled by a handling resource within the acceptance threshold.
- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by a handling resource within the acceptance threshold.

This metric relies on the value of the **acceptance threshold** configured in the [agg-gim-thld-QUEUE-IXN] section.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Queue Dashboard
- Queue Report

Metric name: Accepted Others

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of interactions that entered this queue and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.
- Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently distributed and accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.

This metric is calculated as the difference between the total number of interactions that were accepted, answered, or pulled and the total number of interactions that were accepted, answered, or pulled by an agent resource.

Calculation: Calculated based on the Queue > Accepted and Queue > Accepted Agent metrics.

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: ASA

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
- Queue Group Attribute: The average amount of time, in seconds, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to Queue\Avg Accept Time.

Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

| | | |
|---|--|---|
| Metric name: ASA (Fmt) | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from this queue—were accepted by a handling resource. • Queue Group Attribute: The average amount of time, in HH:MM:SS, that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource. <p>This metric is identical to Queue\Avg Accept Time.</p> | | |
| Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics. | | Used in: |
| Media type: All | | <ul style="list-style-type: none"> • Queue Dashboard • Queue Report |
| Data type: Number Metric type: Disposition | | |
| Metric name: Avg Abandoned Waiting Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The average amount of time that customer interactions spent at this queue before they were abandoned or dropped for any reason. • Queue Group Attribute: The average amount of time that customer interactions spent at queues that belong to this queue group before they were abandoned or dropped for any reason. <p>This average includes the duration and count of short-abandoned interactions.</p> | | |
| Calculation: Calculated based on the Queue > Abandoned Waiting Time and Queue > Abandoned Waiting metrics. | | Used in: |
| Media type: Voice, Chat, Open (sync) | | <ul style="list-style-type: none"> • Interaction Traffic Group Report • Interaction Traffic Report • Queue Dashboard • Queue Report • Queue Summary Report |
| Data type: Number Metric type: Disposition | | |
| Metric name: Avg Accept Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> | | |

- Queue Attribute: The average amount of time that customers waited before their interactions—distributed from this queue—were accepted by a handling resource.
- Queue Group Attribute: The average amount of time that customers waited before their interactions—distributed from queues that belong to the queue group—were accepted by a handling resource.

This metric is identical to the Queue > ASA metric.

Calculation: Calculated based on the Queue > Accept Time and Queue > Accepted metrics.

Used in:

- Interaction Traffic Group Report
- Interaction Traffic Report
- Predictive Routing - AHT & QUEUE
- Predictive Routing Queue Statistics Report
- Queue Summary Report

Media type: All

Data type: Number
Metric type: Disposition

Metric name: Avg Accept Time Agent

Folder:

Queue > Q Customer

Description: The average amount of time that customer interactions waited in this queue or queue group before they were accepted by agents. This duration includes alert (ring) time.

Calculation: Calculated based on the Queue > Accept Time Agent and Queue > Accepted Agent metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

Metric name: Avg Clear Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions spent in a queue before they were cleared from this virtual queue.
- Queue Group Attribute: The average amount of time that customer interactions spent in a queue before they were cleared from virtual queues that belong to this queue group.

Calculation: Calculated based on the Queue > Q Customer > Cleared and Queue > Q Customer > Clear Time metrics.

Used in:

- Queue Dashboard
- Queue Report
- Queue Summary Report

Media type: All

Data type: Number
Metric type: Disposition

| | | |
|---|--|--|
| Metric name: Avg Distribute Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The average amount of time that customer interactions or established warm consultations spent in this queue before they were distributed. Queue Group Attribute: The average amount of time that customer interactions or established warm consultations spent in queues that belong to this queue group before they were distributed. <p>Distribution includes interactions that were:</p> <ul style="list-style-type: none"> Distributed to another queue. Distributed to an unmonitored resource. Accepted, answered, or pulled. Rejected/redirected upon no answer. Abandoned by the customer while they were alerting at the agent. <p>If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.</p> | | |
| <p>Calculation: Calculated based on the Queue > Q Customer > Distribute and Queue > Q Customer > Distribute Time metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Dashboard Queue Report Queue Summary Report |
| <p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |
| Metric name: Avg Engage Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: For customer interactions that were distributed or pulled from this queue, the average amount of time that agents were engaged with customers. Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the average amount of time that agents were engaged with customers. | | |
| <p>Calculation: Calculated based on the Queue > Q Customer > Engage Time and Queue > Accepted Agent metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard |
| <p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | |

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| | | <ul style="list-style-type: none"> Queue Report |
| Metric name: Avg Handle Time | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. Queue Group Attribute: The average amount of time, in seconds, that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. <p>This metric is attributed to the interval in which interactions entered the queue.</p> | | |
| Calculation: Calculated as Queue > Handle Time divided by the sum of Queue > Accepted Agent plus Queue > Consult Received Accepted. | | Used in: <ul style="list-style-type: none"> Predictive Routing - AHT & QUEUE Predictive Routing Queue Statistics Report Queue Dashboard Queue Report |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Avg Hold Time | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from this queue. Queue Group Attribute: The average amount of time that agents had customers on hold for interactions that were distributed from queues that belong to this queue group. <p>This metric is attributed to the interval in which interactions entered the queue which can differ from the interval that interactions were placed on hold.</p> | | |
| Calculation: Calculated based on the Queue > Hold Time and Queue > Hold metrics. | | Used in: <ul style="list-style-type: none"> Queue Dashboard Queue Report Queue Summary Report |
| Media type: Voice Data type: Number Metric type: Disposition | | |
| Metric name: Avg Invite Time | | Folder: |

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that customer interactions—distributed from this queue—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.
- Queue Group Attribute: The average amount of time that customer interactions—distributed from queues that belong to this queue group—alerted or rang at an agent before being accepted plus the average duration of dialing that agents performed, where the calls were successfully established.

The dialing component of this metric applies to voice media only.

Calculation: Calculated based on the Queue > Invite Time and Queue > Invite metrics.

Used in:

Media type: Voice

Data type: Number
Metric type: Disposition

- Queue Dashboard
- Queue Report

Metric name: Avg Wrap Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue.
- Queue Group Attribute: The average amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group.

Calculation: Calculated based on the Queue > Wrap Time and Queue > Wrap metrics.

Used in:

Media type: Voice

Data type: Number
Metric type: Disposition

- Queue Dashboard
- Queue Report
- Queue Summary Report

Metric name: Clear Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The total amount of time that customer interactions spent in a queue before they were cleared from a virtual queue, workbin, or interaction queue that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Cleared

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

| | | |
|---|--|---|
| Calculation: | | Used in: • Queue Outline Report |
| Media type: All | | |
| Data type: Number Metric type: Disposition | | |

| | |
|--|--------------------------------------|
| Metric name: Conference Initiated Agent | Folder: Queue > Q Customer |
|--|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents initiated conferences for customer interactions that the agents received where the interactions were distributed or pulled from this queue and the conferences were established.
- Queue Group Attribute: The total number of times that agents initiated conferences for customer interactions that the agent received where the interactions were distributed or pulled from queues that belong to this queue group and the conferences were established.

The count includes the number of established conferences that were initiated for transferred interactions that agents received.

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| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All (except email) | | |
| Data type: Number Metric type: Disposition | | |

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|-------------------------------------|--------------------------------------|
| Metric name: Distribute Time | Folder: Queue > Q Customer |
|-------------------------------------|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The time from the moment at which customer interactions or warm consultations entered this queue to the moment at which they were distributed or pulled from this queue.
- Queue Group Attribute: The time from the moment at which customer interactions or warm consultations entered queues that belong to this queue group to the moment at which they were distributed or pulled from the queues.

Distribution includes interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

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| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All | | |
| Data type: Number Metric type: Disposition | | |
| Metric name: Distributed | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from this queue. Queue Group Attribute: The total number of times that customer interactions or established warm consultations were distributed or pulled from queues that belong to this queue group. <p>Distribution includes interactions that were:</p> <ul style="list-style-type: none"> Distributed to another queue. Distributed to an unmonitored resource. Accepted, answered, or pulled. Rejected/redirected upon no answer. Abandoned by the customer while they were alerting at the agent. <p>If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.</p> | | |
| Calculation: | | Used in: |
| Media type: All | | |
| Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Interaction Traffic Group Report Interaction Traffic Report Queue Outline Report |
| Metric name: Engage Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: For customer interactions that were distributed or pulled from this queue, the total amount of time that agents were engaged with customers. Queue Group Attribute: For customer interactions that were distributed or pulled from queues that belong to this queue group, the total amount of time that agents were engaged with customers. <p>This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time and the time that is associated with consultations and collaborations that the agent received.</p> | | |
| Calculation: | | Used in: |

| | | |
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| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Summary Report |
| Metric name: Entered | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions or established warm consultations entered this queue. Queue Group Attribute: The total number of times that customer interactions or established warm consultations entered queues that belong to this queue group. <p>If the same interaction enters this queue more than once, this metric counts each entrance separately.</p> | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Dashboard Queue Outline Report Queue Report |
| Metric name: Group Combination | | Folder: Queue > Q Customer |
| Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE hierarchy. | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: | | This metric is not used in any reports. |
| Metric name: Group Combination Abn | | Folder: Queue > Q Customer |
| Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ABN hierarchy. | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: | | This metric is not used in any reports. |

| | | |
|---|--|--|
| Metric name: Group Combination Ans | | Folder: Queue > Q Customer |
| Description: This metric is reserved for internal use to employ a key for a particular queue-group combination from the AG2_QUEUE_ACC_AGENT hierarchy. | | |
| Calculation: | | Used in: This metric is not used in any reports. |
| Media type: All | | |
| Data type: Number | | |
| Metric type: | | |

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| Metric name: Handle Time | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. • Queue Group Attribute: The total amount of time that agents spent handling customer interactions or warm consultations interactions that were distributed or pulled from queues that belong to this queue group. <p>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 agents receive, and all ACW time for consultations that agents receive. Some of these components return nonzero values for some media types.</p> | | |
| Calculation: Calculated based on the following metrics from the Queue folder: Engage Time, Wrap Time, Hold Time, Consult Received Time, and Consult Received Wrap Time, Consult Received Warm Time, and Consult Received Warm Wrap metrics. | | Used in: This metric is not used in any reports. |
| Time Queue | | |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |

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| Metric name: Hold | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> • Queue Attribute: The total number of times that agents had customer interactions, distributed from this queue, on hold. • Queue Group Attribute: The total number of times that agents had customer interactions, distributed from queues that belong to this queue group, on hold. | | |

This count attributes only one hold instance per distribution per agent, even if the same interaction was placed on hold more than once by the agent.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Hold Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time that agents had customer interactions that were distributed from this queue on hold.
- Queue Group Attribute: The total amount of time that agents had customer interactions that were distributed from queues that belong to this queue group on hold.

This time starts when the interaction is placed on hold and ends when it is retrieved, dropped, transferred, or completed.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

Metric name: Invite

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of customer interactions that were distributed from this queue that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed or pulled from this queue.
- Queue Group Attribute: The total number of customer interactions that were distributed from queues that belong to this queue group that alerted or rang at agent resources before the agents accepted the interactions plus the total number of dials that agents performed, where the calls were successfully established and were distributed from queues that belong to this queue group.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Folder:

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| Metric name: Invite Time | | Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time that customer interactions distributed from this queue alerted or rang at agents plus the total duration of the dialing that agents performed. Queue Group Attribute: The total amount of time that customer interactions, distributed from queues that belong to this queue group, alerted or rang at agents plus the total duration of the dialing that agents performed. <p>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.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Max Abandoned Waiting Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time (in seconds) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed. Queue Group Attribute: The total amount of time (in seconds) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be distributed. | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> Interaction Traffic Report Queue Summary Report |
| Metric name: Max Abandoned Waiting Time (Fmt) | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total amount of time (HH:MM:SS) that customers waited at this queue before abandoning the interactions and before the interactions could be distributed. Queue Group Attribute: The total amount of time (HH:MM:SS) that customers waited at queues that belong to this queue group before abandoning the interactions and before the interactions could be | | |

distributed.

Calculation:

Media type: Voice, Chat, Open (sync)

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report
- Queue Dashboard
- Queue Report
- Queue Summary Report

Metric name: Max Accept Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that a customer interaction that was distributed from this queue spent in a queue before being accepted by the target resource.
- Queue Group Attribute: The longest amount of time (seconds) that a customer interaction that was distributed from a queue that belong to this queue group spent in a queue before being accepted by the target resource.

Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Interaction Traffic Report
- Queue Summary Report

Metric name: Max Accept Time (Fmt)

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) that a customer interaction that was distributed from this queue spent in a queue before being accepted by the target resource.
- Queue Group Attribute: The longest amount of time (HH:MM:SS) that a customer interaction that was distributed from a queue that belong to this queue group spent in a queue before being accepted by the target resource.

Duration starts when the interaction enters the member queue and ends when the interaction is accepted—thereby, including alert (ring) time.

Calculation:

Media type: All

Data type: Number

Used in:

- Interaction Traffic Report

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| Metric type: Disposition | • Queue Summary Report |
|---------------------------------|------------------------|

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| Metric name: Max Clear Time | Folder: Queue > Q Customer |
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Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The longest amount of time (seconds) that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

| | |
|--|--------------------------------------|
| Metric name: Max Clear Time (Fmt) | Folder: Queue > Q Customer |
|--|--------------------------------------|

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from this virtual queue, workbin, or interaction queue.
- Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions spent in a queue before they were cleared from virtual queues, workbins, or interaction queues that belong to this queue group.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Queue Report

Metric name: Max Distribute Time

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The longest amount of time (seconds) that customer interactions or warm consultations spent in this queue before being distributed.
- Queue Group Attribute: The longest amount of time (seconds) that customer interactions or warm consultations spent in queues that belong to this queue group before being distributed.

Distribution includes interactions that were:

- Distributed to another queue.
- Distributed to an unmonitored resource.
- Accepted, answered, or pulled.
- Rejected/redirected upon no answer.
- Abandoned by the customer while they were alerting at the agent.

If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.

Calculation:

Media type: All

Data type: Number

Used in:

This metric is not used in any reports.

| | | |
|---|--|---|
| Metric type: Disposition | | |
| Metric name: Max Distribute Time (Fmt) | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The longest amount of time (HH:MM:SS) that customer interactions or warm consultations spent in this queue before being distributed. • Queue Group Attribute: The longest amount of time (HH:MM:SS) that customer interactions or warm consultations spent in queues that belong to this queue group before being distributed. <p>Distribution includes interactions that were:</p> <ul style="list-style-type: none"> • Distributed to another queue. • Distributed to an unmonitored resource. • Accepted, answered, or pulled. • Rejected/redirected upon no answer. • Abandoned by the customer while they were alerting at the agent. <p>If the interaction passes through more than one queue before it was distributed, the count is increased only for that device from which the interaction was distributed or pulled.</p> | | |
| Calculation: | | Used in: |
| Media type: All | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Max Standard Abandoned Waiting Time | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The longest amount of time (seconds) beyond the short-abandoned threshold that customers waited at this queue before they abandoned their interactions and before the interactions could be distributed. • Queue Group Attribute: The longest amount of time (seconds) beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandoned their interactions and before the interactions could be distributed. <p>This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.</p> | | |
| Calculation: Calculated based on the Queue > Max Abandoned Waiting Time and Queue > Standard Abandoned Waiting metrics. | | Used in: |
| Media type: Voice, Chat, | | This metric is not used in any reports. |

| | | |
|---|--|--|
| Open (sync) Data type: Number Metric type: Disposition | | |
| Metric name: Max Standard Abandoned Waiting Time (Fmt) | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The longest amount of time (HH:MM:SS) beyond the short-abandoned threshold that customers waited at this queue before they abandoned their interactions and before the interactions could be distributed. Queue Group Attribute: The longest amount of time (HH:MM:SS) beyond the short-abandoned threshold that customers waited at queues that belong to this queue group before they abandoned their interactions and before the interactions could be distributed. <p>This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.</p> | | |
| Calculation: Calculated based on the Queue > Max Abandoned Waiting Time and Queue > Standard Abandoned Waiting metrics. | | Used in: This metric is not used in any reports. |
| Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition | | |
| Metric name: Not Accepted | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions entered this queue, alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN. Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, alerted at a routing target, and were subsequently either rejected by the agent or abandoned by the customer while the interactions were alerting at the agent's DN. | | |
| Calculation: Calculated as the sum of the Queue > Redirected and Queue > Q Customer > Abandoned Inviting metrics. | | Used in: This metric is not used in any reports. |
| Media type: All Data type: Number Metric type: Disposition | | |

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| Metric name: Offered | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of interactions that entered this queue and were subsequently offered to a resource. • Queue Group Attribute: The total number of interactions that entered queues that belong to this queue group and were subsequently offered to a resource. <p>This metric:</p> <ul style="list-style-type: none"> • excludes interactions for which no threshold was set by Router. • excludes short-abandoned interactions and includes handling attempts that agents rejected, as well as warm consultations, conferences, and collaborations that agents received. • relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section. | | |
| Calculation: Calculated based on the Queue > Entered and Queue > Short Abandoned Waiting metrics. | | Used in: |
| <p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p> | | <ul style="list-style-type: none"> • Interaction Traffic Group Report • Interaction Traffic Report • Predictive Routing Queue Statistics Report • Predictive Routing - AHT & QUEUE • Queue Dashboard • Queue Outline Report • Queue Report • Queue Summary Report |
| Metric name: Redirected | | Folder: Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of times that customer interactions entered this queue, rang at a routing target, and were redirected upon no acceptance/answer by an agent. • Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group, rang at a routing target, and were redirected upon no acceptance/answer by an agent. | | |
| Calculation: | | Used in: |
| <p>Media type: All</p> | | <ul style="list-style-type: none"> • Queue Dashboard |

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| Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Outline Report Queue Report |
| Metric name: Routed Other | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions entered this queue and were subsequently routed either to other mediation DNs or to unmonitored resources. Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were subsequently routed either to other mediation DNs or to unmonitored resources. | | |
| Calculation: | | Used in: |
| Media type: All Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Queue Outline Report |
| Metric name: Short Abandoned Waiting | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The total number of times that customer interactions entered this queue and were abandoned within the short-abandoned threshold. Queue Group Attribute: The total number of times that customer interactions entered queues that belong to this queue group and were abandoned within the short-abandoned threshold. <p>The count excludes interactions that were abandoned after distribution. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section. For example, if the short-abandoned threshold value is configured to 10 seconds, and the interaction is abandoned in less than ten seconds, it is counted, while interactions that last more than ten seconds are not counted.</p> | | |
| Calculation: | | Used in: |
| Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition | | <ul style="list-style-type: none"> Interaction Traffic Group Report Queue Dashboard Queue Outline Report Queue Report |
| Metric name: Standard Abandoned Waiting | | Folder: Queue > Q Customer |

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| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total number of customer interactions that entered this queue and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. • Queue Group Attribute: The total number of customer interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason beyond the short-abandoned threshold and before the interactions could be established. <p>This metric:</p> <ul style="list-style-type: none"> • excludes interactions that were abandoned while they were alerting at a handling resource. • relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section. | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | <ul style="list-style-type: none"> • Queue Outline Report |
| Metric name: Standard Abandoned Waiting Time | | Folder: |
| | | Queue > Q Customer |
| <p>Description: The description of this metric depends on attributes or filters in the report query:</p> <ul style="list-style-type: none"> • Queue Attribute: The total amount of time that is associated with interactions that entered this queue and were abandoned or dropped for any reason before the interactions could be distributed. • Queue Group Attribute: The total amount of time that is associated with interactions that entered queues that belong to this queue group and were abandoned or dropped for any reason before the interactions could be distributed. <p>This time excludes the duration of customer interactions that were abandoned within the short-abandoned threshold as well as abandoned-while-alerting interactions. This metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.</p> | | |
| Calculation: | | Used in: |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | This metric is not used in any reports. |
| Metric name: Start Date Time Key | | Folder: |
| | | Queue > Q Customer |

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.

Calculation:

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Start Date Time Key Abn

Folder:

Queue > Q Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ABN hierarchy.

Calculation:

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Start Date Time Key Ans

Folder:

Queue > Q Customer

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE_ACC_AGENT hierarchy.

Calculation:

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Stuck

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that customer interactions were cleared from this virtual queue, workbin, or interaction queue because they were identified as being stuck (having a technical result of StuckCall).
- Queue Group Attribute: The total number of times that customer interactions were cleared from virtual queues, workbins, or interaction queues that belong to this queue group because the interactions were identified as being stuck (having a technical result of StuckCall).

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.

- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation:

Media type: All
Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Transfer Initiated Agent

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from this queue.
- Queue Group Attribute: The total number of times that agents transferred customer interactions that were distributed or pulled from queues that belong to this queue group.

Both warm and blind transfers are reflected in this metric.

Calculation:

Media type: All
Data type: Number
Metric type: Disposition

Used in:

- Queue Summary Report

Metric name: Wrap

Folder:

Queue > Q Customer

Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total number of times that agents entered or were in ACW (Wrap) state upon handling customer interactions that were distributed from this queue.
- Queue Group Attribute: The total number of times that agents entered or were in ACW state upon handling customer interactions that were distributed from queues that belong to this queue group.

Calculation:

Used in:

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| Media type: Voice Data type: Number Metric type: Disposition | | This metric is not used in any reports. |
| Metric name: Wrap Time | | Folder: Queue > Q Customer |
| Description: The description of this metric depends on attributes or filters in the report query: <ul style="list-style-type: none"> Queue Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from this queue. Queue Group Attribute: The total amount of time that agents spent performing after-call work for customer interactions that were distributed from queues that belong to this queue group. | | |
| Calculation: | | Used in: <ul style="list-style-type: none"> Queue Summary Report |
| Media type: Voice Data type: Number Metric type: Disposition | | |

Folder: Queue > Q Customer & Consults

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| Metric name: Abandoned Inviting | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Abandoned Inviting and Consult Abandoned Inviting metrics. | | |
| Calculation: Calculated as the sum of the Queue > Abandoned Inviting and Queue > Q Consults > Consult Abandoned Inviting metrics. | | Used in: <ul style="list-style-type: none"> Queue Outline Report |
| Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition | | |
| Metric name: Abandoned Waiting | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Abandoned Waiting and Consult Abandoned Waiting metrics. | | |

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| <p>Calculation: Calculated as the sum of the Queue > Customer and Consults > Abandoned Inviting and Queue > Customer and Queue > Q Consults > Consult Abandoned Inviting metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Outline Report |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | |

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| <p>Metric name: Abandoned Waiting Time</p> | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
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Description: The sum of the values of (customer) Abandoned Waiting Time and Consult Abandoned Waiting Time metrics.

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| <p>Calculation: Calculated as the sum of the Queue > Abandoned Waiting Time and Queue > Q Consults > Consult Abandoned Waiting Time metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Outline Report |
| <p>Media type: Voice, Chat, Open (sync)</p> <p>Data type: Number Metric type: Disposition</p> | | |

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| <p>Metric name: Accept Time</p> | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
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Description: The description of this metric depends on attributes or filters in the report query:

- Queue Attribute: The total amount of time, in seconds, that customer interactions waited in this queue before they were accepted, answered, or pulled by handling resources.
- Queue Group Attribute: The total amount of time that customer interactions waited in a queue that belong to this queue group before they were accepted, answered, or pulled by handling resources.

The duration starts when interactions enter the queue and ends when the interactions are accepted by the target resource—thereby, including alert (ring) time.

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| <p>Calculation:</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | |

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|--|---|
| <p>Metric name: Accept Time Agent</p> | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
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Description: The description of this metric depends on attributes or filters in the report query:

- **Queue Attribute:**The total amount of time that customer interactions waited in this queue before they were accepted, answered, or pulled by agents.
- **Queue Group Attribute:**The total amount of time that customer interactions waited in queues that belong to this queue group before they were accepted, answered, or pulled by agents.

The duration starts when the interaction enters the queue and ends when the interaction is accepted, answered, or pulled by an agent—thereby, including alert (ring) time.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted

Folder:

Queue > Q Customer & Consults

Description: The sum of the Queue > Q Customer > Accepted and Queue > Q Consults > Consult Accepted metrics.

Calculation: Calculated as the sum of the Queue > Q Customer > Accepted and Queue > Q Consults > Consult Accepted metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Accepted Agent

Folder:

Queue > Q Customer & Consults

Description: The sum of the Queue > Q Customer > Accepted Agent and Queue > Q Consults > Consult Received Accepted metrics.

Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Agent and Queue > Q Consults > Consult Received Accepted metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Accepted Agent in Threshold

Folder:

Queue > Q Customer & Consults

Description: The description of this metric depends on attributes or filters in the report query:

- **Queue Attribute:** The total number of times that customer interactions or established warm

consultations that were distributed from this queue were accepted, answered, or pulled by an agent within the acceptance threshold.

- Queue Group Attribute: The total number of times that customer interactions or established warm consultations that were distributed from queues that belong to this queue group were accepted, answered, or pulled by an agent within the acceptance threshold.

This Metric relies on the value of the **accepted-by-agent threshold** as configured in the **[agg-gim-thld-QUEUE-IXN]** section.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Accepted in Threshold

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Accepted In Threshold and Consult Accepted In Threshold metrics.

Calculation: Calculated as the sum of the Queue > Q Customer > Accepted in Threshold and Queue > Q Consults > Accepted in Threshold metrics.

Used in:

This metric is not used in any reports.

Media type: All

Data type: Number
Metric type: Disposition

Metric name: Accepted Others

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Accepted Others and Consult Accepted Others metrics.

Calculation: Calculated as the sum of the Queue > Q Customer > Accepted Other and Queue > Q Consults > Accepted Other metrics.

Used in:

- Queue Outline Report

Media type: All

Data type: Number
Metric type: Disposition

Metric name: Clear Time

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation: Calculated as the sum of the Queue > Q Customer > Clear Time and Queue > Q Consults > Consult Clear Time metrics.

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Queue Outline Report

Metric name: Cleared

Folder:

Queue > Q Customer & Consults

Description: The sum of the values of (customer) Clear Time and Consult Clear Time metrics.

Interactions can be cleared for many reasons, including:

- Distribution to a parallel virtual queue.
- Default routed by the switch.
- Default routed by a routing strategy.
- Removing interactions that are determined to be stuck.
- Removing interactions for any other reason, such as abnormal stops.
- Removing interactions from a virtual queue by using the URS ClearTargets function.

But excluding:

- Interactions that the customer abandoned while still queued.
- Interactions that were distributed from this virtual queue, workbin, or interaction queue.
- Interactions that were queued for consultation or collaboration.

Calculation: Calculated as the sum of the Queue > Q Customer > Cleared and Queue > Q Consults > Cleared metrics.

Used in:

- Queue Outline Report

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| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Distribute Time | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Distribute Time and Consult Distribute Time metrics. | | |
| Calculation: Calculated as the sum of the Queue > Q Customer > Distribute Time and Queue > Q Consults > Distribute Time metrics. | | Used in: This metric is not used in any reports. |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Distributed | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Distributed and Consult Distributed metrics. | | |
| Calculation: Calculated as the sum of the Queue > Q Customer > Distributed and Queue > Q Consults > Distributed metrics. | | Used in: <ul style="list-style-type: none"> Queue Outline Report |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Engage Time | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Engage Time and Consult Engage Time metrics. | | |
| Calculation: Calculated based on the following metrics from the Queue > Engage Time, Queue > Q Consult > Consult Received Engage Time, and Queue > Q Consult > Consult Received Engage Warm Time. | | Used in: This metric is not used in any reports. |
| Media type: All Data type: Number Metric type: Disposition | | |
| Metric name: Entered | | Folder: Queue > Q Customer & Consults |

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| Description: The sum of the values of (customer) Entered and Consult Entered metrics. | | |
| Calculation: Calculated as the sum of the Queue > Entered and Queue > Q Consult > Entered metrics. | | Used in: <ul style="list-style-type: none">• Queue Outline Report |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Hold | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Hold and Consult Hold metrics. | | |
| Calculation: Calculated based on the Queue > Hold, Queue > Q Consults > Consult Received Hold, and Queue > Q Consults > Consult Received Warm Hold metrics. | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Hold Time | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Hold Time and Consult Hold Time metrics. | | |
| Calculation: Calculated based on the Queue > Hold Time, Queue > Q Consults > Consult Received Hold Time, and Queue > Q Consults > Consult Received Warm Hold Time metrics. | | Used in: This metric is not used in any reports. |
| Media type: Voice | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Invite | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Invite and Consult Invite metrics. | | |
| Calculation: Calculated based on the Queue > Invite, Queue > Q Consults > Consult Received Invite, and Queue > Q Consults > Consult Received Invite Warm metrics. | | Used in: This metric is not used in any reports. |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
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| Metric name: Invite Time | | Queue > Q Customer & Consults |
| Description: The sum of the values of (customer) Invite Time and Consult Invite Time metrics. | | |
| Calculation: Calculated based on the Queue > Invite Time, Queue > Q Consults > Consult Received Invite Time, and Queue > Q Consults > Consult Received Invite Warm Time metrics. | | Used in: |
| Media type: All | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Max Standard Abandoned Waiting Time | | Folder: Queue > Q Customer & Consults |
| Description: The longest amount of time (in seconds) that customers waited at this queue (or queue group) before they abandoned the interactions and before the interactions could be distributed. This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time. | | |
| Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric. | | Used in: |
| Media type: Voice, Chat, Open (sync) | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Max Standard Abandoned Waiting Time (Fmt) | | Folder: Queue > Q Customer & Consults |
| Description: The longest amount of time (HH:MM:SS) that customers waited at this queue (or queue group) before they abandoned the interactions and before the interactions could be distributed. This metric is identical to Queue > Q Customer > Max Abandoned Waiting Time. | | |
| Calculation: Calculated based on the Queue > Max Abandoned Waiting Time metric. | | Used in: |
| Media type: Voice, Chat, Open (sync) | | This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |
| Metric name: Not Accepted | | Folder: |

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| | | Queue > Q Customer & Consults |
| Description: The sum of (customer) Not Accepted and Consults Redirected metrics. | | |
| Calculation: Calculated based on the Queue > Not Accepted and Queue > Q Consults > Consults Redirected metrics. | | Used in: This metric is not used in any reports. |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Offered | | |
| | | Folder: Queue > Q Customer & Consults |
| Description: The sum of (customer) Offered and Consult Offered metrics. | | |
| Calculation: Calculated based on the Queue > Offered and Queue > Q Consult > Consult Offered. | | Used in: • Queue Outline Report |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Redirected | | |
| | | Folder: Queue > Q Customer & Consults |
| Description: The sum of (customer) Redirected and Consult Redirected metrics. | | |
| Calculation: Calculated based on the Queue > Q Customer > Redirected and Queue > Q Consults > Consult Redirected metrics. | | Used in: • Queue Outline Report |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| Metric name: Routed Other | | |
| | | Folder: Queue > Q Customer & Consults |
| Description: The sum of (customer) Routed Other and Consult Routed Other metrics. | | |
| Calculation: Calculated based on the Queue > Routed Other and Queue > Q Consults > Consult Routed Other metrics . | | Used in: • Queue Outline Report |
| Media type: All | | |
| Data type: Number | | |
| Metric type: Disposition | | |
| | | Folder: |

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| Metric name: Short Abandoned Waiting | | Queue > Q Customer & Consults |
| Description: The sum of (customer) Short Abandoned Waiting and Consult Short Abandoned Waiting metrics. | | |
| Calculation: Calculated based on the Queue > Short Abandoned Waiting and Queue > Q Consults > Consult Short Abandoned Waiting metrics . | | Used in: • Queue Outline Report |
| Media type: Voice, Chat, Open (sync) | Data type: Number Metric type: Disposition | |
| Metric name: Standard Abandoned Waiting | | Folder: Queue > Q Customer & Consults |
| Description: The sum of (customer) Standard Abandoned Waiting and Consult Standard Abandoned Waiting metrics. | | |
| Calculation: Calculated based on the Queue > Standard Abandoned Waiting and Queue > Q Consults > Consult Standard Abandoned Waiting metrics. | | Used in: • Queue Outline Report |
| Media type: Voice, Chat, Open (sync) | Data type: Number Metric type: Disposition | |
| Metric name: Standard Abandoned Waiting Time | | Folder: Queue > Q Customer & Consults |
| Description: The sum of the Q Customer > Standard Abandoned Waiting Time and Q Consult > Standard Abandoned Waiting Time metrics. | | |
| Calculation: Calculated as the sum of the Q Customer > Standard Abandoned Waiting Time and Q Consult > Standard Abandoned Waiting Time metrics. | | Used in: This metric is not used in any reports. |
| Media type: Voice, Chat, Open (sync) | Data type: Number Metric type: Disposition | |
| Metric name: Stuck | | Folder: Queue > Q Customer & Consults |
| Description: The sum of (customer) Stuck and Consult Stuck metrics. | | |

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| <p>Calculation: Calculated based on the Queue > Stuck and Queue > Q Consults > Consult Stuck metrics.</p> | | <p>Used in:</p> <ul style="list-style-type: none"> Queue Outline Report |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | |
| <p>Metric name: Transfer Initiated Agent</p> | | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
| <p>Description: The sum of (customer) Transfer Initiated Agent and Consult Transfer Initiated Agent metrics.</p> | | |
| <p>Calculation: Calculated based on the Queue > Transfer Initiated Agent and Queue > Q Consults > Consult Transfer Initiated Agent metrics.</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: All</p> <p>Data type: Number Metric type: Disposition</p> | | |
| <p>Metric name: Wrap</p> | | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
| <p>Description: The sum of (customer) Wrap and Consult Wrap metrics.</p> | | |
| <p>Calculation: Calculated based on the Queue > Wrap, Queue > Q Consults > Consult Received Wrap, and Queue > Q Consults > Consult Received Warm Wrap metrics.</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: Voice</p> <p>Data type: Number Metric type: Disposition</p> | | |
| <p>Metric name: Wrap Time</p> | | <p>Folder:</p> <p>Queue > Q Customer & Consults</p> |
| <p>Description: The sum of (customer) Wrap Time and Consult Wrap Time metrics.</p> | | |
| <p>Calculation: Calculated based on the Queue > Wrap Time, Queue > Q Consults > Consult Received Wrap Time, and Queue > Q Consults > Consult Received Warm Wrap Time metrics.</p> | | <p>Used in:</p> <p>This metric is not used in any reports.</p> |
| <p>Media type: Voice</p> <p>Data type: Number Metric type: Disposition</p> | | |

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

| | | |
|---|--|---|
| Metric name: % Abandoned Waiting ST 1-20 | | Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1 |
| Description: There are twenty of these metrics, % Abandoned Waiting ST1 - % Abandoned Waiting ST20, representing the percentage of interactions that entered this queue and were subsequently abandoned prior to the corresponding abandon-in-queue threshold value, relative to all interactions that entered this queue and were abandoned. This metric excludes interactions that were abandoned after distribution, but it includes short-abandoned interactions. | | |
| Calculation: Calculated based on the > Q Customer & Consults > Abandoned Waiting ST > Abandoned Waiting ST metric and the value of AG2_QUEUE_ABN_[*].ABANDONED (where is a value between 1 and 20). | | Used in: |
| Media type: Voice, Chat, Open (sync) | | <ul style="list-style-type: none"> Abandon Delay Report |
| Data type: Number Metric type: Disposition | | |

| | | |
|--|--|---|
| Metric name: Abandoned Waiting | | Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1 |
| Description: Total number of times that interactions entered this queue and were distributed and accepted, answered, or pulled by an agent. | | |
| Calculation: | | Used in: |
| Media type: | | This metric is not used in any reports. |
| Data type: Metric type: Disposition | | |

| | | |
|---|--|---|
| Metric name: Abandoned Waiting ST 1-20 | | Folder: Queue > Q Customer & Consults > Abandoned Waiting ST1 |
| Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the total number of times that interactions entered this queue and were subsequently abandoned prior to the first abandon threshold. If the corresponding abandon threshold is not configured, this metric uses no limit as the upper boundary of the abandon interval. Abandon thresholds are defined within the [agg-gim-thld-QUEUE-ABN] section. | | |
| Calculation: | | Used in: |
| Media type: Voice, Chat, Open (sync) | | <ul style="list-style-type: none"> Abandon Delay Report |
| | | |

| | | |
|---|--|--|
| Data type: Number Metric type: Disposition | | |
|---|--|--|

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

| | | |
|---|--|--|
| Metric name: % Accepted Agent ST 1-20 | | Folder: Queue > Q Customer & Consults > Accepted Agent ST1 |
| Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the percentage of interactions that entered this queue and were subsequently distributed and accepted by agents prior to the corresponding service time interval (1-20), relative to all customer interactions that entered this queue and were subsequently distributed and accepted by agents. | | |
| Calculation: Calculated based on the > Q Customer & Consults > Abandoned Waiting ST > Accepted Agent ST metric and the value of AG2_QUEUE_ACC_AGENT_[*].ACCEPTED_AGENT (where is a value between 1 and 20). | | Used in: |
| Media type: All | | <ul style="list-style-type: none"> • Speed of Accept (hours) Report • Speed of Accept (seconds) Report |
| Data type: Number Metric type: Disposition | | |

| | | |
|--|--|--|
| Metric name: Accepted Agent | | Folder: Queue > Q Customer & Consults > Accepted Agent ST1 |
| Description: Total number of times that interactions entered this queue and were distributed and accepted, answered, or pulled by an agent. | | |
| Calculation: | | |
| Media type: All | | Used in: |
| Data type: Number Metric type: Disposition | | This metric is not used in any reports. |

| | | |
|--|--|--|
| Metric name: Accepted Agent ST 1-20 | | Folder: Queue > Q Customer & Consults > Accepted Agent ST1 |
| Description: There are twenty of these metrics, Abandoned Waiting ST1- Abandoned Waiting ST20, representing the total number of times that interactions entered this queue and were subsequently distributed and accepted, answered, or pulled by an agent prior to the first service time service time interval threshold. If the corresponding service time threshold is not defined, this metric uses no limit as the upper boundary of the service time interval. | | |

Speed-of-accept thresholds are defined within the [agg-gim-thld-QUEUE-ACC] section.

| | |
|---------------------------------|---|
| Calculation: | Used in: |
| Media type: All | <ul style="list-style-type: none">• Speed of Accept (hours) Report• Speed of Accept (seconds) Report |
| Data type: Number | |
| Metric type: Disposition | |

Folder: Queue > Queue Predictive Routing

| | |
|---|--|
| Metric name: % Error | Folder: Queue > Queue Predictive Routing |
| Description: The percentage of active interactions that received a predictive routing error score. | |
| Calculation: Calculated based on the Queue > Queue Predictive Routing > Active and Queue > Queue Predictive Routing > Error metrics. | Used in: |
| Media type: All | <ul style="list-style-type: none">• PR Performance Dashboard• Predictive Routing Operational Report |
| Data type: Number | |
| Metric type: Disposition | |

| | |
|--|--|
| Metric name: Active | Folder: Queue > Queue Predictive Routing |
| Description: The total amount of time (HH:MM:SS) attributable to the interval between the beginning and end of this agent's login session(s) on a particular media channel. | |
| Calculation: | Used in: |
| Media type: All | This metric is not used in any reports. |
| Data type: | |
| Metric type: Disposition | |

| | |
|--|--|
| Metric name: Agent Score | Folder: Queue > Queue Predictive Routing |
| Description: Predictive routing score for the agent that handled the interaction. | |
| Calculation: | Used in: |
| Media type: All | This metric is not used in any reports. |
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|---|--|---|
| Data type: Metric type: Disposition | | |
| Metric name: Avg Agent Score | | Folder: Queue > Queue Predictive Routing |
| Description: The sum of all Agent Scores (gpmAgentScore), divided by the total number of interactions where GPR was active. | | |
| Calculation: Calculated based on the Queue > Queue Predictive Routing > Agent Score and Queue > Queue Predictive Routing > Active metrics. | | Used in: <ul style="list-style-type: none"> Predictive Routing Queue Statistics Report |
| Media type: All | | |
| Data type: Metric type: Disposition | | |
| Metric name: Error | | Folder: Queue > Queue Predictive Routing |
| Description: The total number of interactions that received a predictive routing error score. | | |
| Calculation: | | |
| Media type: All | | Used in: This metric is not used in any reports. |
| Data type: Number Metric type: Disposition | | |

Folder: Queue > Queue User Data Example

There are no metrics in this folder.