

GENESYS[®]

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Genesys CX Insights 9.0 Projects Reference Guide

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Link the Genesys CX Insights 9.0 on-premises Projects Reference Guide.

Related documentation:

Proceed to the Genesys CX Insights 9.0 on-premises Projects Reference Guide.

Agent metrics

Contents

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Use metrics in the Agent folder to build agent-related reports.

Related documentation:

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

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.

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 following Metrics are available in this folder and are described on this page.

Agent

• Start Date Time Key

Agent > Activity

- % Abandoned Inviting
- % Transfer Initiated
- % Transfer Received Accepted
- Abandoned Inviting

- Accepted
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Queue A Group Combination
- Agent Queue Q Group Combination

- Agent Disconnect First
- Avg Actionability Score
- Avg Conference Accepted Handle Time
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time

- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap Time
- Avg Engage Time
- Avg Handle Time
- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Transfer Accepted Handle Time
- Avg Transfer Initiated Handle Time
- Avg Wrap Time
- Conference Accepted Time
- Conference Initiated
- Conference Offered
- Conference Received
 Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Offered
- Consult Received Accepted
- Consult Received Accepted
 Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap
 Time
- Consult Received Wrap
- Consult Received Wrap Time

- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Group Combination
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted
- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Accepted Cold
- Transfer Accepted Time
- Transfer Accepted Warm
- Transfer Initiated Agent
- Transfer Initiated Agent Cold
- Transfer Initiated Agent Warm
- Transfer Initiated Time
- Transfer Offered

- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Activity > Activity Call Survey

• There are no metrics in this folder

Agent > Activity > Activity User Data Example

• There are no metrics in this folder

Agent > Activity > Queue

- % Abandoned Inviting
- % Accepted
- % Transfer Initiated
- % Transfer Initiated Agent
- % Transfer Received Accepted
- Abandoned Inviting
- Accepted
- Accepted Others
- Accepted Thread
- Accepted Unique
- Actionability
- Agent Disconnect First
- Avg Actionability Score
- Avg Consult Initiated Time
- Avg Consult Received Time
- Avg Consult Received Warm Time
- Avg Consult Received Warm Wrap Time
- Avg Consult Received Wrap
 Time
- Avg Engage Time
- Avg Handle Time

- Avg Hold Time
- Avg Influence Score
- Avg Invite Time
- Avg Revenue
- Avg Satisfaction
- Avg Sentiment Score
- Avg Wrap Time
- Conference Initiated
- Conference Received Accepted
- Consult Initiated
- Consult Initiated Time
- Consult Received Accepted
- Consult Received Accepted Warm
- Consult Received Hold
- Consult Received Time
- Consult Received Warm Hold
- Consult Received Warm Time
- Consult Received Warm Wrap
- Consult Received Warm Wrap
 Time
- Consult Received Wrap
- Consult Received Wrap Time
- Consult Responses
- Engage
- Engage Time
- Focus
- Focus Time
- Handle Time
- Hold
- Hold Time
- Influence Score
- Invite
- Invite Time
- Not Accepted

- Offered
- Offered with Actionability
- Offered with Influence
- Offered with Revenue
- Offered with Satisfaction
- Offered with Sentiment
- Rejected
- Responded Unique
- Responses
- Revenue
- Satisfaction
- Sentiment Score
- Short
- Start Date Time Key
- Transfer Initiated Agent
- Transfer Received Accepted
- Wrap
- Wrap Time

Agent > Detail

• There are no metrics in this folder

Agent > Detail > Ixn State

- Duration
- Start DateTime Key

Agent > Detail > Session

- Active Time
- Group Combination Detail Session
- Start DateTime Key

Agent > Detail > State

- Duration
- Reason Time

Agent > Group Membership

• Start Date Time Key

Agent > State and Reason

• There are no metrics in this folder

Agent > State and Reason > Interaction State

- % Consult Received Time
- % Engage Time
- % Hold Time
- % Invite Time
- % Ixn Wrap Time
- % Not Ready In Time
- % Not Ready Out Time
- % Wrap In Time
- % Wrap Out Time
- Accepted
- Accepted Eventually
- Consult Received Accepted
- Consult Received Time
- Consult Received Wrap Time
- Engage Time
- Group Combination
- Hold
- Hold Time
- Invite Time
- Ixn Busy Time
- Ixn Wrap
- Ixn Wrap Time
- Not Accepted
- Not Ready In
- Not Ready In Time
- Not Ready Out
- Not Ready Out Time

Agent metrics

- Offered
- Wrap In
- Wrap In Time
- Wrap Out
- Wrap Out Time

Agent > State and Reason > Interaction State > Interaction Predictive Routing

- Active
- Agent Score
- Avg Agent Score

Agent > State and Reason > Summarized State

- % Busy Time
- % Not Ready Reason Time
- % Not Ready Time
- % Occupancy

Folder: Agent

- % Omni Busy Time
- % Omni Not Ready Time
- % Omni Occupancy
- % Omni Other State TIme
- % Omni Ready Time
- % Omni Wrap Time
- % Other State Time
- % Ready TIme
- % Wrap Time
- Active Time
- Busy
- Busy Time
- Not Ready
- Not Ready Reason Count
- Not Ready Reason Time
- Not Ready Time
- Omni Active Time
- Omni Busy

- Omni Busy Time
- Omni Not Ready
- Omni Not Ready Time
- Omni Other State Time
- Omni Ready
- Omni Ready Time
- Omni Wrap
- Omni Wrap Time
- Other State Time
- Ready
- Ready Time
- Start Date Time Key
- State Reason
- State Reason Time
- Wrap
- Wrap Time

Metric name: Start Date Time Key Folder: Agent Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hierarchies. Calculation: Used in: Media type: All Used in: Data type: Number This metric is not used in any reports.

Folder: Agent > Activity

Metric name: % Abandoned Inviting	Folder: Agent > Activity	
Description: The percentage of interactions that entered the contact center, were distributed to a resource, and subsequently abandoned while alerting/ringing at an agent's DN. This count includes short-abandoned interactions, and relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.		
Calculation: Calculated based on the Abandoned Inviting and Offered Business Attribute metrics. Media type: Voice, Chat,	Used in:	
Open (sync) Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: % Transfer Initiated	Folder:	
	Agent > Activity	
Description: The description of this metric depends on attribut	es and filters in the report query:	
 Agent Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent. 		
 Agent Group Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by agents who belong to this agent group. 		
Calculation: Calculated based on the Transfer Initiated and Accepted Activity metrics.	Used in:	
	 Agent Group Business Attribute Report 	
	Agent Group Interaction Handling Report	
	Agent Performance Dashboard	
Media type: All	Agent Report	
Data type: Number Metric type: Disposition	Agent Task Dashboard	
	Agent Utilization Email Report	
	Agent Utilization Report	
	Task Routing Agent Activity Task Routing Agent Crown Activity	
	Task Routing Agent Group Activity	
Metric name: % Transfer Received Accepted	Folder:	

	Agent > Activity	
Description: The description of this me	etric depends on the attributes and filters in the report query:	
 Agent Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent. 		
 Agent Group Attribute: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to agents who belong to this agent group. 		
Calculation: Calculated based on the T and Accepted Agent Queue metrics.	Transfer Initiated Agent Used in:	
Media type: All	Agent Group Interaction Handling	
Data type: Number Metric type: Disposition	Report	
Metric name: Abandoned Inviting	Folder:	
Metric name. Abandoned mytting	Agent > Activity	
	s that interactions were abandoned/dropped while the interactions or Agent and Queue, depending on GCXI Project attributes).	
Calculation:	Used in:	
Media type: Voice, Chat, Open (sync)	Agent Conduct Report	
Data type: Number	Agent Performance Dashboard	
Metric type: Disposition	Agent Report	
	Est to a	
Metric name: Accepted	Folder:	
	Agent > Activity	
Description: The description of this me	etric varies depending on attributes and filters in the report query:	
 Agent Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by this agent. 		
 Agent Group Attributes: The total number of times that customer interactions or warm consultations were accepted, answered, pulled, or initiated by agents who belong to this agent group. 		
For voice media, this metric is identical to Activity\Responses.		
Calculation:	Used in:	
	Agent Activity	
Media type: All	Agent Conduct Report	
Data type: Number Metric type: Disposition	Agent Group Business Attribute Report	

Agent Group Interaction handling Report
Agent Interval Based Report
Agent Performance Dashboard
Agent Report
Agent Social Engagement Report
Agent Task Dashboard
Agent Utilization Email Report
Agent Utilization Report
Predictive Routing Agent Dashboard
 Predictive Routing Agent Occupancy Report (Active Time & Predictive)
Survey Statistics Report
Task Routing Agent Activity
• Task Routing Agent Group Activity

Metric name: Accepted Thread

Folder:

Agent > Activity

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

- Agent Attributes: The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by this agent.
- Agent Group Attributes: The total number of customer-interaction threads that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation: Media type: Async Data type: Number Metric type: Disposition	Used in: • Agent Interaction Hierarchy Report
Metric name: Accepted Unique	Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query:	

• Agent Attributes: The total number of logical interactions that were accepted, pulled, or initiated for

the first time by this agent.

• Agent Group Attributes: The total number of logical interactions that were accepted, pulled, or initiated for the first time by agents who belong to this agent group.

Calculation: Media type: All Data type: Number Metric type: Disposition	Used in: • Agent Interaction Hierarchy Report
Metric name: Actionability	Folder: Agent > Activity

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

- Agent Attributes: The total score, assigned to interactions that were handled by this agent, that measures the degree to which interactions required agent attention.
- Agent Group Attributes: The total score, assigned to interactions that were handled by agents who belong to this agent group, that measures the degree to which interactions required agent attention.

This metric includes an agent's first participation in outbound replies to inbound interactions, and, for media other than email, yields the same values as the metric Accepted Unique.

Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Agent - Queu	e A Group Combination	Folder:
		Agent > Activity
Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Agent - Queu	e Q Group Combination	Folder:
		Agent > Activity
Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.		
Calculation:		Used in:

Media type: All		
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Agent Discon	nect First	Folder:
		Agent > Activity
Description: The value proces	ted in this matric varias dependi	ng on the attributes and filters used in a
report:	ited in this metric varies dependi	ng on the attributes and filters used in a
 Agent Attribute: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server). 		
• Agent Group Attribute: For voice interactions, the total number of times during the reporting interval that agents from this group released customer interactions before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server).		
The tally is incremented only when the	system (such as the switch) provides suc	ch information.
Calculation:		Used in:
Media type: Chat, Open (sync), Voice		Agent Conduct Report
Data type: Number		Agent Performance Dashboard
Metric type: Disposition		Agent Report
Metric name: Avg Actionab	ility Score	Folder:
5		Agent > Activity
Description: The value presented in this metric varies depending on the attributes and filters used in a report:		
 Agent Attribute: The average score, assigned to interactions that were handled by this agent, measuring the degree to which interactions required agent attention. 		
 Agent Group Attribute: The average score, assigned to interactions that were handled by agents belonging to this agent group, measuring the degree to which interactions 		
The average considers only those interactions for which an Actionability Score was assigned.		
Calculation: Calculated as AG divided by AG2_AGENT_[*].ACT AG2_AGENT_GRP_[*].ACTIONAE AG2_AGENT_GRP_[*].ACTIONAE	IONABILITY_OFFERED, or BILITY divided by	Used in:
Media type: All		Agent Social Engagement Report
Data type: Number Metric type: Disposition		

Metric name: Avg Conferer Introduced: 100.0.027.0001	nce Accepted Handle Time	Folder: Agent > Activity
Description: Average Handle Time for conference interactions in which the agent participated. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.		
Calculation: Calculated based Time and Conference Received		Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Metric name: Avg Consult	Initiated Time	Folder:
		Agent > Activity
Description: The value presented in this metric varies depending on the attributes and filters used in a report:		
 Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions. 		
 Agent Group Attribute: The average amount of time that agents who belong to this agent group were engaged on collaborations or simple consult interactions that the agents initiated, where the collaborations/consultations were associated with customer interactions. 		
Calculation: Calculated based and Consult Initiated Activity m		Used in:
Media type: All (except Chat)		Agent Performance DashboardAgent Report
Data type: Number Metric type: Disposition		Agent Utilization Report
Metric name: Avg Consult	Received Time	Folder:
		Agent > Activity
Description: The value preser	ted in this metric varies dependi	ng on the attributes and filters used in a

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

- Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consultations that the agent received, where the collaborations/consultations were associated with customer interactions.
- Agent Group Attribute: The average amount of time that agents who belong to this agent group were

engaged on collaborations or simple consultations that agents received, where the collaborations/ consultations were associated with customer interactions.		
Calculation: Calculated based on the Consult Received Time and Consult Received Accepted Activity metrics. Media type: All (except Chat) Data type: Number Metric type: Disposition	 Used in: Agent Group Business Attribute Report Agent Performance Dashboard Agent Report Agent Utilization Report 	
Metric name: Avg Consult Received Warm Time	Folder: Agent > Activity	
 Description: The value presented in this metric varies depending on the attributes and filters used in a report: Agent Attribute: 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 associated with customer interactions. Agent Group Attribute: The average amount of time, in seconds, that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. Agent Group Attribute: The average amount of time, in seconds, that agents who belong to this agent group were engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were associated with customer interactions. This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions. Calculation: Calculated based on the Consult Received Warm Used in: 		
Time and Consult Received Accepted Warm Activity metrics. Media type: Voice Data type: Number Metric type: Disposition Metric name: Avg Consult Received Warm Wrap Time	 Agent Performance Dashboard Agent Report Agent Utilization Report Folder: Agent > Activity	
Discontinued: 9.0	Agence Activity	
Description: This metric is no longer populated. Calculation: Calculated based on the Consult Received Warm Wrap Time and Consult Received Warm Wrap Activity metrics. Media type: Voice Data type: Number Metric type: Disposition	Used in:Agent Performance DashboardAgent ReportAgent Utilization Report	

Metric name: Avg Consult Received Wrap Time

Folder:

Agent > Activity

Description: The value presented in this metric varies depending on the attributes and filters used in a report:

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

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

Calculation: Calculated based on the Consult Received Wrap Time and Consult Received Wrap Activity metrics.Media type: VoiceData type: Number Metric type: Disposition	Used in:Agent Performance DashboardAgent ReportAgent Utilization Report
Metric name: Avg Engage Time	Folder:

Agent > Activity

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

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

Calculation: Calculated as Engagent metrics.	age Time divided by Accepted	Used in:
5		Agent Activity
		Agent Group Business Attribute Report
		Agent Group Interaction Handling Report
Media type: All		Agent Outbound Campaign Report
Data type: Number Metric type: Disposition		Agent Performance Dashboard
		Agent Report
		Agent Task Dashboard
		Agent Utilization Report
		Supervisor Dashboard

	Task Routing Agent ActivityTask Routing Agent Group Activity
Metric name: Avg Handle Time	Folder: Agent > Activity
Description: The description of this metric varies de	pending on attributes and filters in the report query:
 Agent Attribute: The average amount of time that agent received. 	this agent spent handling interactions that the
 Agent Group Attribute: The average amount of tim handling interactions that the agents received. 	ne that agents who belong to this agent group spent
This metric is computed as handle time divided by the sum of acce	pted interactions and received consultations.
Calculation: Calculated as Handle Time divided by the of Accepted Interactions and Received Consultations.	
Media type: All Data type: Number Metric type: Disposition	 Agent Conduct Report Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Interaction Hierarchy Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Email Report Agent Utilization Report Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity
Metric name: Avg Hold Time	Folder: Agent > Activity

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

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

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

Calculation: Calculated based Activity metrics.	on the Hold and Hold Time	Used in:
Media type: Voice Data type: Number Metric type: Disposition		 Agent Activity Agent Conduct Report Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Report Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity

Metric name: Avg Influence Score	Folder: Agent > Activity
Description: The description of this metric varies according query: Agent Attribute: The average score representing the clout amassed on so Group Attribute: The average score representing the clout amassed on so to this agent group. The average considers only those interactions for whether the average considers only the average considers on the aver	cial networks for interactions handled by this agent. Agent cial networks for interactions handled by agents belonging
Calculation: Media type: All Data type: Number Metric type: Disposition	Used in: Agent Social Engagement Report
Metric name: Avg Invite Time	Folder: Agent > Activity

Description: The average amount of time that customer interactions alerted or rang at agent resources before the interactions were accepted, plus the average duration of dialing that agents performed, where the calls were successfully established. This metric is attributed to the interval in which the interactions began. Note: The dialing component of this metric applies to voice media only.		
Calculation: Calculated based Business Attribute metrics. Media type: All Data type: Number Metric type: Disposition	on the Invite Time and Invite	Used in: This metric is not used in any reports.
Metric name: Avg Revenue		Folder: Agent > Activity
 query: Agent Attribute: The averag agent. Agent Group Attribute: The agents of this agent group. 	e amount of revenue that is gene	the attributes and filters in the report erated for interactions handled by this is generated for interactions handled by
Calculation: Calculated based with Revenue Activity metrics.	on the Revenue and Offered	Used in:
Media type: All Data type: Number Metric type: Dispotion		Agent ActivityTask Routing Agent ActivityTask Routing Agent Group Activity
Metric name: Avg Satisfact	ion	Folder: Agent > Activity
Description: The description of this metric varies according to the attributes and filters in the report query:		
• Agent Dimension: The average customer-satisfaction score of interactions handled by this agent.		
 Agent Group Dimension: The average customer-satisfaction score of interactions handled by agents who belong to this agent group. 		
	ons for which customer satisfaction was r	
Calculation: Calculated based Offered with Satisfaction Activit		Used in:
Media type: All		Agent Activity

Data type: Number Metric type: Disposition		Task Routing Agent ActivityTask Routing Agent Group Activity
Metric name: Avg Sentime	nt Score	Folder: Agent > Activity
Query: Agent Attribute: The average score ref Agent Group Attribute: The average sc	lecting the attitude expressed by custom ore reflecting the attitude expressed by c	the attributes and filters in the report ers for interactions that were handled by this agent. ustomers for interactions that were handled by tions for which a sentiment score was assigned.
Calculation:		
Media type: All Data type: Number Metric type: Disposition		Used in:Agent Social Engagement Report
Metric name: Avg Transfer Introduced: 100.0.027.0001	Accepted Handle Time	Folder: Agent > Activity
		by transfer and were handled during the ne receiving agent, and includes both
Calculation: Calculated based and Transfer Received Accepted	on the Transfer Accepted Time d metrics.	Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Metric name: Avg Transfer	Initiated Handle Time	Folder:
Introduced: 100.0.027.0001		Agent > Activity
Description: Average amount agent later transferred, during		ndling customer interactions that the
Calculation: Calculated based and Transfer Initiated Agent me		Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard

Metric name: Avg Wrap Tin	ne	Folder: Agent > Activity
Description: The description of query:	f this metric varies according to	the attributes and filters in the report
• Agent Attribute: The averag ACW (Wrap) state.	e amount of time that this agent	spent on customer interactions while in
Agent Group Attribute: The a on customer interactions will be a set on the set of t		ents who belong to this agent group, spen
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Disposition		 Agent Activity Agent Conduct Report Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Report Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity
Metric name: Conference A Introduced: 100.0.027.0001	accepted Time	Folder: Agent > Activity
	me that agent spent in conference bated in handling the interaction	ce interactions. This metric includes time after this agent joined.
Calculation:		
Media type: All (except Email) Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.

Notrio nomo Conforma l		
Metric name: Conference I	nitiated	Folder:
Introduced: 100.0.027.0001		Agent > Activity
		p, or Agent and Queue, (depending on initiated conferences for received
Calculation:		Used in:
Media type: All (except Email)		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Agent Utilization ReportTransfer Dashboard
Metric name: Conference C	Mored	
	Jinered	Folder:
Introduced: 100.0.027.0001		Agent > Activity
Description: The total number of Conference interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.		
Calculation:		Used in:
Media type:		Agent Transfer Summary Report
Data type: Metric type: Disposition		Transfer Dashboard
Metric name: Conference R	Paceived Accented	Folder:
Metric name. conference h	Accepted	Agent > Activity
Description: The description of this metric varies according to the attributes and filters in the report query:		
 Agent Attribute: The total number of times that this agent joined conferences to participate in customer interactions. 		
Agent Group Attribute: The conferences to participate i	total number of times that agents n customer interactions.	s from this agent group joined
Calculation:		
Media type: All (except Email)		Used in:Agent Utilization Report
Data type: Number Metric type: Disposition		Agent offization Report
		Folder:

Metric name: Consult Initiated

Agent > Activity

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

- Agent Attribute: The total number of times that this agent initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.
- Agent Group Attribute: The total number of times that agents who belong to this agent group, initiated requests for collaboration or simple consultation, where the collaborations/consultations were established and associated with customer interactions.

Calculation:	Used in:
Media type: All (except Chat) Data type: Number Metric type: Disposition	Agent Conduct ReportAgent ReportAgent Utilization Report

Metric name: Consult Initiated Time	Folder:
	Agent > Activity

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

- Agent Attribute: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions.
- Agent Group Attribute: The total amount of time that agents who belong to this agent group were engaged in collaborations or simple consultations that the agents requested where 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 Offered Introduced: 100.0.027.0001	Folder: Agent > Activity
Description. The total number of consult interactions offered	to the agent / agent group (depending on

Description: The total number of consult interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.

Calculation: Media type: Data type: Metric type: Disposition	Used in: • Agent Transfer Summary Report • Transfer Dashboard
Metric name: Consult Received Accepted	Folder:

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

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

Calculation:	Used in:
Media type: All (except Chat) Data type: Number Metric type: Disposition	 Agent Group Business Attribute Report Agent Interval Based Report Agent Utilization Report

Metric name: Consult Received Accepted Warm	Folder: Agent > Activity

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

- Agent Attribute: The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent.
- Agent Group Attribute: The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents.

Calculation:	Used in .
Media type: Voice	Used in:
Data type: Number Metric type: Disposition	Agent Utilization Report
Metric name: Consult Received Hold	Folder: Agent > Activity

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

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

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

Metric name: Consult Received Time

Folder: Agent > Activity

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

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

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

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	 Used in: Agent Group Business Attribute Report Agent Interval Based Report
Media type: All (except Chat) Data type: Number Metric type: Disposition	 Agent Interval based Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction)

Metric name: Consult Received Warm Hold	Folder:
	Agent > Activity

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

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

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

Calculation:		Used in:
Media type: Voice		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Received Wa	rm Time	Folder:

Agent > Activity

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

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

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

Calculation: Calculated as the AG2_AGENT_[*].CONSULT_RCV_ AG2_AGENT_[*].CONSULT_RCV_ AG2_AGENT_GRP_[*].CONSULT_ AG2_AGENT_GRP_[*].CONSULT_ Media type: Voice Data type: Number Metric type: Disposition	WARM_ENGAGE_TIME and WARM_HOLD_TIME, or RCV_WARM_ENGAGE_TIME and	Used in: Agent Performance Dashboard Agent Report
Metric name: Consult Rece	ived Warm Wrap	Folder: Agent > Activity
Discontinued: 9.0		
Description: This metric is no	longer populated.	
Calculation:		Head in.
Media type: Voice		Used in:

Data type: Number Metric type: Dispostion		This metric is not used in any reports.
Metric name: Consult Rece	ived Warm Wrap Time	Folder: Agent > Activity
Discontinued: 9.0		
Description: This metric is no	longer populated.	
Calculation:		Used in:
Media type: Voice Data type: Number		Agent Performance Dashboard
Metric type: Disposition		Agent Report
Metric name: Consult Rece	ived Wrap	Folder: Agent > Activity
Description: The description of	of this metric varies depending or	n attributes and filters in the report query:
		s in ACW (Wrap) state after requests for ultations were associated with customer
 Agent Group Attibute: The total number of times that agents who belong to this agent group were in ACW state after requests for simple consultation that they accepted where the consultations were associated with customer interactions. 		
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Rece	ived Wrap Time	Folder: Agent > Activity
Description: The description of	of this metric varies depending or	n attributes and filters in the report query:
		s in ACW (Wrap) state after simple ons were associated with customer calls.

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

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

Calculation:		Used in:
Media type: Voice		Agent Performance Dashboard
Data type: Number Metric type: Disposition		Agent Report
Metric name: Consult Resp	onses	Folder:
		Agent > Activity
Description: The description of	of this metric varies depending or	attributes and filters in the report query:
	he total number of collaboration same as Agent > Activity > Cons	replies that were initiated by this agent. sult Received Accepted.
 Agent Group Attribute: For email, the total number of collaboration replies that were initiated by agents who belong to this agent group. For voice, this metric is the same as Agent > Activity > Consult Received Accepted. 		
Calculation:		
Media type: All (except Chat)		Used in:
Data type: Number Metric type: Disposition		Agent Utilization Report
Metric name: Engage		Folder:
Introduced: 100.0.029.0000		Agent > Activity
	mes that agents were engaged w calculating custom values such a	ith a customer during the reporting s Average Handle Time.
Calculation:		Head in
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Engage Time		
		Agent > Activity
Description: The description of	of this metric varies depending or	attributes and filters in the report query:
 Agent Attribute: The total ar that the agent received. 	mount of time that this agent was	s engaged with customers on interactions
		who belong to this agent group were

This metric excludes other interaction-rela spent in collaboration or consultation.	ated durations, such as hold time, ACW	/ (Wrap) time, alert (ring) time, and time that is
Calculation:		Used in:
		 Agent Group Business Attribute Report
		Agent Interaction State
		Agent Interval Based Report
Media type: All		Agent Outbound Campaign Report
Data type: Number Metric type: Disposition		Agent Performance Dashboard
		Agent Report
		 Agent Summary Activity Report (Interaction)
		Supervisor Dashboard
Metric name: Focus		Folder:
		Agent > Activity
	ere the agent was actively work	he focus state while working on media king on the interaction that is the subject
Calculation:		
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
		Telden
Metric name: Focus Time		Folder:
		Agent > Activity
		the focus state while working on media ssing the interaction, as reported by the
Calculation:		
Media type:		Used in:
Data type: Metric type: Disposition		This metric is not used in any reports.
Metric name: Group Combina	ation	Folder:
		Agent > Activity

Description: This metric is reserved for internal use to employ combination from the AG2_AGENT hierarchy.	a key for a particular agent-group
Calculation:	
Media type: All	Used in:
Data type: Number Metric type:	This metric is not used in any reports.
	Folder:
Metric name: Handle Time	
	Agent > Activity
Description: The total amount of time that agents who belong interactions that the agents received.	to this agent group spent handling
Handle time is measured as the sum of engagement time (for example, talk tim interactions that the agent received, and all ACW time for consultations the age values for some media types.	
Calculation: Calculated based on the Engage Time, Hold	Used in:
Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics.	Agent Group Business Attribute
Media type: All	Report
Data type: Number	Agent Performance Dashboard
Metric type: Disposition	Agent Report
Matric name: Hold	Folder:
Metric name: Hold	
Metric name: Hold	Folder: Agent > Activity
Metric name: Hold Description: The total number of times within the interval that had customer calls on hold.	Agent > Activity
Description: The total number of times within the interval that	Agent > Activity
Description: The total number of times within the interval that had customer calls on hold.	Agent > Activity t this agent (or agents in this agent group) Used in:
Description: The total number of times within the interval that had customer calls on hold.	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Agent > Activity t this agent (or agents in this agent group) Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Agent > Activity Agent > Activity Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report • Agent Utilization Report • Agent > Activity ts in this agent group) had customer
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Hold Time Description: The total amount of time that this agent (or agen interactions on hold. This metric counts all held durations for im	Agent > Activity Agent > Activity Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report • Agent Utilization Report • Agent > Activity ts in this agent group) had customer
Description: The total number of times within the interval that had customer calls on hold. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Hold Time Description: The total amount of time that this agent (or agen interactions on hold. This metric counts all held durations for im hold once or more than once.	Agent > Activity Agent > Activity Used in: • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report • Agent Utilization Report • Agent > Activity ts in this agent group) had customer teractions, whether they were placed on

Media type: Voice Data type: Number Metric type: Disposition		 Agent Group Business Attribute Report Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: Influence Sco	ore	Folder: Agent > Activity
		out that has amassed on social networks agents who are members of this agent
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Invite		Folder: Agent > Activity
who belong to this agent group		erted or rang at this agent (or at agents cepted plus the total number of dials that d.
This metric is attributed to the interval	in which the alerting/dialing first occurre	d.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Invite Time		Agent > Activity
	t of time that customer interactions the total duration of the dialing	ons alerted at this agent (or at agents who g that the agents performed.

• For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.

• For the dialing component, dial duration is measured for established calls only.

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

Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		 Agent Interaction State Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: Not Accepted		Folder: Agent > Activity
Description: The total number of times that customer interactions were redirected to another resource upon no answer by this agent (or by agents who belong to this agent group), or were otherwise not accepted by such agents.		
Calculation:		Used in:

Media type: All Data type: Number Metric type: Disposition	Agent Performance DashboardAgent ReportAgent Utilization Report
Metric name: Offered	Folder:

Agent > Activity

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

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

Calculation:	Used in:
	Agent Activity
Media type: All	Agent Interaction Hierarchy Report
Data type: Number	Agent Performance Dashboard
Metric type: Disposition	Agent Report
	Agent Task Dashboard

		 Agent Utilization Email Report Agent Utilization Report Predictive Routing Agent Dashboard
		 Predictive Routing Agent Occupancy Report (Active Time and Predictive)
		Supervisor Dashboard
		Task Routing Agent Activity
		Task Routing Agent Group Activity
Metric name: Offered with	Actionability	Folder:
	,, ,	Agent > Activity
	r of customer interactions that w), for which actionability scores v	ere offered to this agent, (or to agents vere recorded.
Calculation:		
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
Metric type: Disposition		
Metric type: Disposition Metric name: Offered with	Influence	Folder:
	Influence	Folder: Agent > Activity
Metric name: Offered with Description: The total number		Agent > Activity ere offered to this agent (or by agents
Metric name: Offered with Description: The total number	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents scores were recorded.
Metric name: Offered with Description: The total number who belong to this agent group	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents accores were recorded. Used in:
Metric name: Offered with Description: The total number who belong to this agent group Calculation:	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents scores were recorded.
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents cores were recorded. Used in: This metric is not used in any reports.
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents cores were recorded. Used in: This metric is not used in any reports. Folder:
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number Metric type: Disposition	r of customer interactions that w	Agent > Activity ere offered to this agent (or by agents cores were recorded. Used in: This metric is not used in any reports.
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Description: The total number	r of customer interactions that w b), for which customer-influence s Revenue	Agent > Activity ere offered to this agent (or by agents cores were recorded. Used in: This metric is not used in any reports. Folder:
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Description: The total number	r of customer interactions that w b), for which customer-influence s Revenue	Agent > Activity ere offered to this agent (or by agents cores were recorded. Used in: This metric is not used in any reports. Folder: Agent > Activity htered or began within the contact center, ent group), and had associated revenue.
Metric name: Offered with Description: The total number who belong to this agent group Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Description: The total number were handled by this agent (or	r of customer interactions that w b), for which customer-influence s Revenue	Agent > Activity ere offered to this agent (or by agents accores were recorded. Used in: This metric is not used in any reports. Folder: Agent > Activity htered or began within the contact center,

Metric name: Offered with Satisfaction	Folder: Agent > Activity	
Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which customer-satisfaction scores were recorded.		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Offered with Sentiment	Folder:	
	Agent > Activity	
Description: The total number of customer interactions handle with this agent group) for which sentiment scores were recorded		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Rejected	Folder:	
Metric name: Rejected	Folder: Agent > Activity	
Metric name: Rejected Description: The total number of times that customer interact belongs to this agent group) and were not accepted.	Agent > Activity	
Description: The total number of times that customer interact	Agent > Activity	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted.	Agent > Activity tions alerted at this agent (or an agent that Used in:	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted.	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted. Calculation:	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard	
Description: The total number of times that customer interactive belongs to this agent group) and were not accepted. Calculation: Media type: All	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted. Calculation:	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted. Calculation: Media type: All Data type: Number	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard	
Description: The total number of times that customer interactive belongs to this agent group) and were not accepted. Calculation: Media type: All Data type: Number	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report	
Description: The total number of times that customer interactive belongs to this agent group) and were not accepted. Calculation: Media type: All Data type: Number	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity	
Description: The total number of times that customer interactive belongs to this agent group) and were not accepted. Calculation: Media type: All Data type: Number Metric type: Disposition	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity	
Description: The total number of times that customer interact belongs to this agent group) and were not accepted. Calculation: Media type: All Data type: Number	Agent > Activity tions alerted at this agent (or an agent that Used in: • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity • Task Routing Agent Group Activity	

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.		
Calculation: Media type: All Data type: Number Metric type: Disposition		Used in: Agent Interaction Hierarchy Report
Metric name: Responses		Folder: Agent > Activity
interactions or warm consultation	ns were accepted by this agent I number of times that the agent prepa	red an outbound reply. For voice media, this metric
Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		 Agent Conduct Report Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Interaction Hierarchy Report Agent Utilization Report
Metric name: Revenue		Folder: Agent > Activity
Description: The total revenue by agents who belong to this age	that is generated during the intent ent group.	erval by customer interactions handled
Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		Agent Group Business Attribute Report
Metric name: Satisfaction		Folder: Agent > Activity
Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.		

Coloriation		
Calculation:	Used in:	
Media type: All		
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Folder:	
Metric name: Sentiment Score		
	Agent > Activity	
Description: The total score reflecting the attitude expressed handled by this agent or by agents belonging to this agent grou		
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Short	Folder:	
Metric name: Short	Agent > Activity	
Description: The total number of times that customer interact and agents who belongs to this agent group) and then released engagement threshold.		
Calculation:		
Media type: All	Used in:	
Data type: Number	Agent Conduct Report	
Metric type: Disposition		
Metric name: Start Date Time Key	Folder:	
Metric name. Start Date Time Key	Agent > Activity	
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT, AG2_AGENT_GRP, or AG2_AGENT_QUEUE hierarchies.		
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type:		
Metric name: Transfer Accepted Cold		
	Folder:	
Introduced: 100.0.027.0001	A marsh & A ashi vite (
	Agent > Activity	

Description: The total number of times that customer interactions were successfully cold transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.		
Calculation: Calculated as the Transfer Received Accepted and Warm metrics.		Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Metric name: Transfer Acce	anted Time	
	epted fille	Folder:
Introduced: 100.0.027.0001		Agent > Activity
Description: Total number of sincludes both HOLD and ENGAC		r interactions following transfer. The count
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Transfer Acce	epted Warm	Folder:
Metric name: Transfer Acce Introduced: 100.0.027.0001	epted Warm	Folder: Agent > Activity
Introduced: 100.0.027.0001 Description: The total number	r of times that customer interacti ent group (depending on the rele	
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag	r of times that customer interacti ent group (depending on the rele	Agent > Activity ons were successfully warm transferred
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int	r of times that customer interacti ent group (depending on the rele	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in:
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number	r of times that customer interacti ent group (depending on the rele	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All	r of times that customer interacti ent group (depending on the rele	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in:
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number Metric type: Disposition	r of times that customer interacti ent group (depending on the rele erval.	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number	r of times that customer interacti ent group (depending on the rele erval.	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report • Transfer Dashboard
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Initia	r of times that customer interacti ent group (depending on the rele erval. ated Agent	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report • Transfer Dashboard Folder: Agent > Activity agent from this queue) transferred
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Initia Description: The total number	r of times that customer interacti ent group (depending on the rele erval. ated Agent r of times that this agent (or an a	Agent > Activity ons were successfully warm transferred evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report • Transfer Dashboard Folder: Agent > Activity agent from this queue) transferred
Introduced: 100.0.027.0001 Description: The total number and accepted by the agent / ag metric) during the reporting int Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Initia Description: The total number customer interactions. Both wa	r of times that customer interacti ent group (depending on the rele erval. ated Agent r of times that this agent (or an a	Agent > Activity Ons were successfully warm transferred Evant GCXI Project attributes for this Used in: • Agent Transfer Summary Report • Transfer Dashboard Folder: Agent > Activity Egent from this queue) transferred Ed in this metric.

Metric type: Disposition		 Agent Group Interaction Handling Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Email Report Agent Utilization Report Task Routing Agent Activity Task Routing Agent Group Activity Transfer Dashboard
Matria namo, Transfor Initi	ated Areat Cold	
Metric name: Transfer Initi	ated Agent Cold	Folder:
Introduced: 100.0.027.0001		Agent > Activity
	cold transfers initiated by the age for this metric) during the repor	ent / agent group (depending on the ting interval.
Calculation: Calculated as the Transfer Initiated Agent and Tra metrics.		Used in:
Media type: All Data type: Number Metric type: Disposition		Agent Transfer Summary ReportTransfer Dashboard
Metric name: Transfer Initi	ated Agent Warm	Folder:
Introduced: 100.0.027.0001	2	Agent > Activity
	warm transfers initiated by the ag for this metric) during the repor	gent / agent group (depending on the ting interval.
Calculation:		Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Metric name: Transfer Initi	ated Time	Folder:
Introduced: 100.0.027.0001		Agent > Activity

Description: Total number of seconds that the transferring agent spent handling customer interactions that were transferred and handled during the reporting interval.		
Calculation: AG2_AGENT_*.XFE XFER_INITIATED_HOLD_TIME	R_INITIATED_ENGAGE_TIME +	Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Transfer Offer	red	Folder:
Introduced: 100.0.027.0001		Agent > Activity
		were arrived by transfer and were offered Project attributes for this metric).
Calculation:		Used in:
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Matria names Transfer Dees	ined Assessment	Folder:
Metric name: Transfer Rece	ived Accepted	Folder: Agent > Activity
	of times that this agent (or an a	Agent > Activity gent who belongs to this agent group)
Description: The total number	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group)
Description: The total number received customer interactions t	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group)
Description: The total number received customer interactions to Both warm and blind transfers are reflected.	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group) ed to the agents. Used in:
Description: The total number received customer interactions to Both warm and blind transfers are reflect Calculation:	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group) ed to the agents.
Description: The total number received customer interactions to Both warm and blind transfers are reflect Calculation: Media type: All Data type: Number Metric type: Disposition	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group) ed to the agents. Used in: • Agent Group Interaction Handling Report
Description: The total number received customer interactions to Both warm and blind transfers are reflect Calculation: Media type: All Data type: Number	of times that this agent (or an a that were successfully transferre	Agent > Activity gent who belongs to this agent group) ed to the agents. Used in: • Agent Group Interaction Handling
Description: The total number received customer interactions to Both warm and blind transfers are reflect Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Wrap	of times that this agent (or an a that were successfully transferre ted in this metric.	Agent > Activity gent who belongs to this agent group) ed to the agents. Used in: • Agent Group Interaction Handling Report Folder:
Description: The total number received customer interactions to Both warm and blind transfers are reflect Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Wrap Description: The total number	of times that this agent (or an a that were successfully transferre ted in this metric. of times that this agent (or an a chat the agent received.	Agent > Activity gent who belongs to this agent group) ed to the agents. Used in: • Agent Group Interaction Handling Report Folder: Agent > Activity gent from this group) was in ACW (Wrap)

Media type: Voice Data type: Number Metric type: Disposition	This metric is not used in any reports.
Metric name: Wrap Time	Folder: Agent > Activity
	o the ACW (Wrap) state for customer depending on GCXI Project attributes).
Calculation:	Used in:
Media type: Voice Data type: Number Metric type: Disposition	 Agent Group Business Attribute Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report

Folder: Agent > Activity > Activity Call Survey

There are no metrics in this folder.

Folder: Agent > Activity > Activity User Data Example

There are no metrics in this folder.

Folder: Agent > Activity > Queue

Metric name: % Abandoned Inviting	Folder: Agent > Activity > Queue
Description: The percentage of interactions that entered this of were subsequently abandoned while they were alerting/ringing interactions that entered this queue and were subsequently offer. This metric relies on the value of the short-abandoned threshold as configure	at an agent's DN to the total number of ered to a resource.
Calculation: Calculated based on the (Agent > Activity >	Used in:

Queue) Abandoned Inviting and Offered metrics.		
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: % Accepted	Folder: Agent > Activity > Queue	
Description: The percentage of customer interactions of this business attribute that were distributed from this queue and accepted, relative to the total number of interactions that were distributed from this queue and offered to a handling resource.		
Calculation:	Used in:	
Media type: All		
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: % Transfer Initiated	Folder:	
	Agent > Activity > Queue	
Description: The percentage of accepted customer interaction and later were transferred (warm or blind).		
	ns that were distributed from this queue,	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity >	ns that were distributed from this queue, Used in:	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics.	ns that were distributed from this queue,	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number	ns that were distributed from this queue, Used in:	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition	ns that were distributed from this queue, Used in:	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number	ns that were distributed from this queue, Used in: This metric is not used in any reports.	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition	ns that were distributed from this queue, Used in: This metric is not used in any reports. Folder:	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition	<pre>ns that were distributed from this queue, Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue tered this queue, were distributed, were by agents to the total number of</pre>	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition Metric name: % Transfer Initiated Agent Description: The percentage of customer interactions that er accepted, and subsequently were transferred (warm or blind)	<pre>ns that were distributed from this queue, Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue tered this queue, were distributed, were by agents to the total number of accepted by agents.</pre>	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition Metric name: % Transfer Initiated Agent Description: The percentage of customer interactions that er accepted, and subsequently were transferred (warm or blind) I interactions that entered this queue and were distributed and Calculation: Calculated based on the (Agent > Activity >	<pre>ns that were distributed from this queue, Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue tered this queue, were distributed, were by agents to the total number of accepted by agents. Used in:</pre>	
and later were transferred (warm or blind). Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated and Accepted metrics. Media type: All Data type: Number Metric type: Disposition Metric name: % Transfer Initiated Agent Description: The percentage of customer interactions that erraccepted, and subsequently were transferred (warm or blind) interactions that entered this queue and were distributed and Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated Agent and Accepted Agent metrics.	<pre>ns that were distributed from this queue, Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue tered this queue, were distributed, were by agents to the total number of accepted by agents.</pre>	

Metric name: % Transfer R	eceived Accepted	Folder: Agent > Activity > Queue
		Agent's Activity's Quede
Description: The percentage (warm or blind) to this agent.	of accepted customer interaction	s that were successfully transferred
Calculation: Calculated based Queue) Transfer Received Acce		Used in:
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Abandoned I	nviting	Folder:
	9	Agent > Activity > Queue
		ons that were distributed or pulled from e interactions were alerting at this agent.
Calculation:		
Media type: Voice, Chat, Open (sync)		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Matula anna Arraytad		Folder:
Metric name: Accepted		Folder:
Metric name: Accepted		Folder: Agent > Activity > Queue
Description: The total numbe	r of times that customer interacti re accepted, answered, pulled, or	Agent > Activity > Queue ons or warm consultations that were
Description: The total numbe	re accepted, answered, pulled, or	Agent > Activity > Queue ons or warm consultations that were
Description: The total number distributed from this queue were For voice media, this metric is identical	re accepted, answered, pulled, or	Agent > Activity > Queue ions or warm consultations that were r initiated by this agent.
Description: The total numbe distributed from this queue we	re accepted, answered, pulled, or	Agent > Activity > Queue ons or warm consultations that were
Description: The total number distributed from this queue were For voice media, this metric is identical	re accepted, answered, pulled, or	Agent > Activity > Queue ions or warm consultations that were r initiated by this agent. Used in: • Agent Group Queue Business
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number	re accepted, answered, pulled, or	Agent > Activity > Queue fons or warm consultations that were r initiated by this agent. Used in: • Agent Group Queue Business Attribute Report
Description: The total number distributed from this queue wer For voice media, this metric is identica Calculation: Media type: All	re accepted, answered, pulled, or	Agent > Activity > Queue ions or warm consultations that were r initiated by this agent. Used in: • Agent Group Queue Business
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number	re accepted, answered, pulled, or	Agent > Activity > Queue fons or warm consultations that were r initiated by this agent. Used in: • Agent Group Queue Business Attribute Report
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number Metric type: Disposition	re accepted, answered, pulled, or I to Activity\Responses.	Agent > Activity > Queue fons or warm consultations that were r initiated by this agent. Used in: • Agent Group Queue Business Attribute Report
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number	re accepted, answered, pulled, or I to Activity\Responses.	Agent > Activity > Queue ions or warm consultations that were initiated by this agent. Used in: • Agent Group Queue Business Attribute Report • Agent Queue Report
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number Metric type: Disposition	re accepted, answered, pulled, or I to Activity\Responses.	Agent > Activity > Queue ions or warm consultations that were initiated by this agent. Used in: • Agent Group Queue Business Attribute Report • Agent Queue Report • Agent Queue Report
Description: The total number distributed from this queue were For voice media, this metric is identica Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Accepted Oth Description: The total number	re accepted, answered, pulled, or I to Activity\Responses. hers r of interactions that were distrib	Agent > Activity > Queue fons or warm consultations that were initiated by this agent. Used in: • Agent Group Queue Business Attribute Report • Agent Queue Report • Agent Queue Report Folder: Agent > Activity > Queue
Description: The total number distributed from this queue well for voice media, this metric is identica For voice media, this metric is identica Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Accepted Other Subsequently accepted, answer	re accepted, answered, pulled, or I to Activity\Responses. hers r of interactions that were distrib red, or pulled by a resource other	Agent > Activity > Queue fons or warm consultations that were initiated by this agent. Used in: • Agent Group Queue Business Attribute Report • Agent Queue Report • Agent Queue Report Folder: Agent > Activity > Queue uted from this agent queue, and

Queue) Accepted and Accepted	Agent Queue metrics.	
Media type: All		
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Accepted Thr	ead	Folder:
		Agent > Activity > Queue
from this queue for the first tim		that were accepted, pulled, or initiated
This metric includes an agent's first pai the same values as the metric Accepte		l interactions, and, for media other than email, yields
Calculation:		
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
Metric name: Accepted Uni	d 110	Folder:
Metric name: Accepted on	que	Agent > Activity > Queue
Description: The total number initiated, or pulled by this agen		distributed by this queue and accepted,
This metric includes an agent's first par	ticipation in outbound replies to inbound	interactions.
Calculation:		
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		
Metric name: Actionability		Folder:
Metric name. Actionability		Agent > Activity > Queue
	ssigned to interactions that were the degree to which interactions	e handled by this agent and distributed s required agent attention.
This metric includes an agent's first particle the same values as the metric Accepte		l interactions, and, for media other than email, yields
Calculation:		
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type: Disposition		

Metric name: Agent Discor	nnect First	Folder:
2		Agent > Activity > Queue
Description:		
Agent and Queue Attributes: For voice interactions, the total number of times during the reporting interval that this agent released customer interactions, distributed from this queue, before the other party did. For multimedia interactions, serves as a flag to indicate whether the interaction was stopped by one of the parties or by some outside entity (for example, Interaction Server or a Media Server). The tally is incremented only when the system (such as the switch) provides such information.		
Calculation:		
Media type: Chat, Open (sync), Voice		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Avg Actionab	oility Score	Folder:
5		Agent > Activity > Queue
	re, assigned to interactions that ving the degree to which interaction	were distributed from this queue and ons required agent attention.
The average considers only those inter	ractions for which an Actionability Score v	vas assigned.
Calculation: Calculated as AG2_AGENT_QUEUE_[*].ACTION AG2_AGENT_QUEUE_[*].ACTION		Used in:
Media type: All		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Avg Consult	Initiated Time	Folder:
		Agent > Activity > Queue
Description: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were distributed from this queue and were associated with customer interactions.		
Calculation: Calculated based Consult Initiated Time and Con		
Media type: All (except Chat)		Used in: This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Avg Consult	Received Time	Folder:

		Agent > Activity > Queue
Description: The average amount of time that agents were engaged on collaboration calls or simple consultations that agents received, where the collaborations/consultations were associated with customer interactions.		
Calculation: Calculated based on the Consult Received Time and Consult Received Time and Consult Rec		Used in:
Media type: All (except Chat)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Receive	ed Warm Time	Folder: Agent > Activity > Queue
	irations, where the collab	engaged as a recipient in collaborations or or orations/consultations were distributed or s.
This metric is attributed to the interval in which t (ring) and ACW (Wrap) durations associated with		to the receiving agent. This metric excludes alert
Calculation: Calculated based on the Consult Received Warm Time and Cons Warm metrics.		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Receive	ed Warm Wrap Time	Folder:
		Agent > Activity > Queue
Discontinued: 9.0		
Description: This metric is no longer populated.		
Calculation: Calculated based on the Consult Received Wrap Time and Consumetrics.		Used in:
Media type: Voice		
3		This metric is not used in any reports.
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Data type: Number		Folder:

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.		
This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.		
Calculation: Calculated based Consult Received Wrap Time ar metrics.		Used in:
Media type: Voice		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
	-	Folder:
Metric name: Avg Engage	Time	
		Agent > Activity > Queue
Description: For interactions t time that this agent was engag		m this queue, the average amount of
Calculation: Calculated based Engage Time and Accepted me		Used in:
Media type: All		Agent Queue Report
Data type: Number Metric type: Disposition		Agent Quede Report
		Total and
Metric name: Avg Handle T	ime	Folder:
		Agent > Activity > Queue
Description: 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 timethat agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue.		
Calculation: Calculated as (Ac divided by the sum of Accepted Consultations.		
Consultations.		Used in:
Media type: All		
		Used in:Agent Queue Report
Media type: All Data type: Number		Agent Queue Report
Media type: All Data type: Number	e	

Description: The average amount of time that agents had customer interactions, distributed from this queue, on hold.			
This metric is attributed to the interval in which interactions arrived at the agent (which can differ from the interval in which the interactions were placed on hold).			
Calculation: Calculated based and Hold Time metrics.	on the (Activity > Queue) Hold	Used in:	
Media type: All		Agent Queue Report	
Data type: Number Metric type: Disposition			
Metric name: Avg Influence	Score	Folder:	
		Agent > Activity > Queue	
Description: The average scor were distributed from this queu		d on social networks for interactions that	
The average considers only those inter	actions for which an actionability score w	as assigned.	
Calculation: Calculated as AG2_AGENT_QUEUE_[*].INFLUENCE divided by AG2_AGENT_QUEUE [*].INFLUENCE_OFFERED. Used in:		Used in:	
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
Metric name: Avg Invite Ti	me	Folder:	
		Agent > Activity > Queue	
queue) alerted or rang at an ag	Description: The average amount of time that customer interactions (that were 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.		
Calculation: Calculated based on the (Activity > Queue) Invite Time and Invite Queue metrics.		Used in:	
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition			
		Folder:	
Metric name: Avg Revenue		Agent > Activity > Queue	
Agent > Activity > Queue			
Description: The average amount of revenue that is generated for interactions distributed from this			

queue and handled by this agent	t .		
The average considers only those interactions for which revenue was generated.			
Calculation: Calculated based o Revenue and Offered with Reven		Used in:	
Media type: All		This metric is not used in any reports.	
Data type: Number Metric type: Disposition		This meane is not used in any reports.	
Metric name: Avg Satisfaction	on	Folder:	
		Agent > Activity > Queue	
B			
handled by this agent.	omer-satisfaction score of intera	ctions distributed from this queue and	
The tally considers only those interaction	ns for which customer satisfaction was r	ecorded.	
Calculation: Calculated based o Satisfaction and Offered with Sat		Used in:	
Media type: All			
Data type: Number Metric type: Disposition		This metric is not used in any reports.	
Metric name: Avg Sentiment	t Score	Folder:	
Metric name: Avg Sentiment	t Score	Folder: Agent > Activity > Queue	
_		Agent > Activity > Queue	
_	e reflecting the attitude express		
Description: The average score	e reflecting the attitude expresse handled by this agent.	Agent > Activity > Queue ed by customers for interactions that were	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as:	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were	
Description: The average score distributed from this queue and here average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in:	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were assigned.	
Description: The average score distributed from this queue and here average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in:	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All Data type: Number	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in:	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All Data type: Number Metric type: Disposition	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a NT divided by NT_OFFERED	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in:	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All Data type: Number	e reflecting the attitude expresse handled by this agent. ctions for which a sentiment score was a NT divided by NT_OFFERED	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in: • Agent Social Engagement Report	
Description: The average score distributed from this queue and here average considers only those interaction: Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All Data type: Number Metric type: Disposition Metric name: Avg Wrap Time Description: The average amount	e reflecting the attitude expresse handled by this agent. tions for which a sentiment score was a NT divided by NT_OFFERED e unt of time that this agent spent	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in: • Agent Social Engagement Report Folder: Agent > Activity > Queue c on customer interactions while in ACW	
Description: The average score distributed from this queue and h The average considers only those interact Calculation: Calculated as: AG2_AGENT_QUEUE_[*].SENTIME AG2_AGENT_QUEUE_[*].SENTIME Media type: All Data type: Number Metric type: Disposition Metric name: Avg Wrap Time	e reflecting the attitude expresse handled by this agent. tions for which a sentiment score was a NT divided by NT_OFFERED e unt of time that this agent spent	Agent > Activity > Queue ed by customers for interactions that were assigned. Used in: • Agent Social Engagement Report Folder: Agent > Activity > Queue c on customer interactions while in ACW	

Media type: Voice	
Data type: Number	Agent Queue Report
Metric type: Disposition	
Metric name: Conference Initiated	Folder:
	Agent > Activity > Queue
Description: The total number of times that this agent initiated	
that the agent received, where the interactions were distributed conferences were established.	d or pulled from this queue and, where the
The count includes the number of established conferences that were initiated for	or transferred interactions that the agent received.
Calculation:	
Media type: All (Except	Used in:
email)	This metric is not used in any reports.
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Conference Received Accepted	Folder:
·	Agent > Activity > Queue
Description: The total number of times that this agent joined of that were distributed or pulled from this queue.	conferences to participate in interactions
Calculation:	
Media type: All	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Consult Initiated	Folder:
metric name. Consult mitiateu	Agent > Activity > Queue
	Agence Activity & Queue
Description: The total number of times that this agent initiated	
consultation, where the collaborations/consultations were estab	
interactions.	
Calculation:	
Media type: All (except Chat)	Used in:
Data type: Number	This metric is not used in any reports.
Metric type: Disposition	
Metric name: Consult Initiated Time	Folder:

	Agent > Activity > Queue		
Description: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.			
Calculation:			
Media type: All (except Chat)	Used in:		
Data type: Number Metric type: Disposition	This metric is not used in any reports.		
Metric name: Consult Received Accepted	Folder:		
	Agent > Activity > Queue		
Description: The total number of times that this agent receive consultations that were distributed or pulled from this queue ar			
Calculation:			
Media type:	Used in:		
Data type: Metric type:	This metric is not used in any reports.		
Metric name: Consult Received Accepted Warm	Folder:		
Metric name: Consult Received Accepted Warm	Folder: Agent > Activity > Queue		
Metric name: Consult Received Accepted Warm Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent.	Agent > Activity > Queue bated in consultations that the agent		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro	Agent > Activity > Queue bated in consultations that the agent		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent. Calculation:	Agent > Activity > Queue bated in consultations that the agent		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent.	Agent > Activity > Queue bated in consultations that the agent m this queue, associated with customer		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number	Agent > Activity > Queue bated in consultations that the agent m this queue, associated with customer Used in:		
Description: The total number of times that this agent participreceived, where the consultations were distributed or pulled frointeractions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number	Agent > Activity > Queue bated in consultations that the agent m this queue, associated with customer Used in:		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Agent > Activity > Queue bated in consultations that the agent m this queue, associated with customer Used in: This metric is not used in any reports.		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number Metric type: Disposition	Agent > Activity > Queue Pated in consultations that the agent m this queue, associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue hold during simple consultations that the		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled fro interactions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Hold Description: The total number of times that this agent was on agent received where the consultations were associated with consultations	Agent > Activity > Queue Pated in consultations that the agent m this queue, associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue hold during simple consultations that the astomer interactions and were distributed		
Description: The total number of times that this agent participareceived, where the consultations were distributed or pulled frointeractions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Hold Description: The total number of times that this agent was on agent received where the consultations were associated with conference of the provided with conference of the provided with the consultations were associated with conference of the provided with the provided with the provided with the consultations were associated with conference of the provided with the provided	Agent > Activity > Queue Pated in consultations that the agent m this queue, associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue hold during simple consultations that the astomer interactions and were distributed Used in:		
Description: The total number of times that this agent particip received, where the consultations were distributed or pulled frointeractions, and transferred to or conferenced with the agent. Calculation: Media type: Voice Data type: Number Metric type: Disposition Metric name: Consult Received Hold Description: The total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on agent received where the consultations were associated with control of the total number of times that this agent was on the total number of times that this agent was on the total number of times that th	Agent > Activity > Queue Pated in consultations that the agent m this queue, associated with customer Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue hold during simple consultations that the astomer interactions and were distributed		

Metric type: Disposition		
Metric name: Consult Rece	ived Time	Folder: Agent > Activity > Queue
		5 5 5
Description: The total amount of time that this agent was engaged as a recipient in collaboration or simple consultation, 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 queue.	in which this agent was offered the colla	poration/consultation request distributed from this
Calculation: Calculated as the AG2_AGENT_QUEUE_[*].CONSU and AG2_AGENT_QUEUE_[*].CO	LT_RECEIVED_ENGAGE_TIME	Used in:
Media type: All (except Chat)		This metric is not used in any reports.
Data type: Number Metric type: Disposition		
Metric name: Consult Rece	ived Warm Hold	Folder:
		Agent > Activity > Queue
where the consultations were a		n this queue that this agent had on hold, ions, the agent was the recipient of the or conferenced with the agent.
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Rece	ived Warm Time	Folder:
		Agent > Activity > Queue
Description: The total amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions.		
pulled from this queue and ass	ociated with customer interaction	IS.
This metric is attributed to the interval consult interaction is received and end	in which the consult interaction is offered	t to the receiving agent. Time begins when the erred to or conferenced with this agent. This metric
This metric is attributed to the interval consult interaction is received and end excludes alert (ring) and ACW (Wrap) of Calculation: Calculated as the AG2 AGENT QUEUE [*].CONSU	in which the consult interaction is offered s when the customer interaction is transf lurations associated with the consult inter e sum of	t to the receiving agent. Time begins when the erred to or conferenced with this agent. This metric
This metric is attributed to the interval consult interaction is received and end excludes alert (ring) and ACW (Wrap) of Calculation: Calculated as the AG2 AGENT_QUEUE [*].CONSU	in which the consult interaction is offered s when the customer interaction is transfurations associated with the consult inter e sum of ILT_RCV_WARM_ENGAGE_TIME	to the receiving agent. Time begins when the erred to or conferenced with this agent. This metric ractions. Used in:

Data type: Number Metric type: Disposition		
Metric name: Consult Received Warm Wrap	Folder: Agent > Activity > Queue	
Discontinued: 9.0		
Description: This metric is no longer populated.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Dispostion	This metric is not used in any reports.	
Metric name: Consult Received Warm Wrap Time	Folder:	
	Agent > Activity > Queue	
Discontinued: 9.0	Agent > Activity > Queue	
Description: This metric is no longer populated.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Dispostion	This metric is not used in any reports.	
Metric name: Consult Received Wrap	Folder:	
	Agent > Activity > Queue	
Description: The total number of times that this agent was in ACW state after requests for simple consultation that the agent accepted and that were distributed from this queue where the consultations were associated with customer interactions.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Consult Received Wrap Time	Folder:	
	Agent > Activity > Queue	
Description: The total amount of time that this agent spent in the agent accepted, where the consultations were distributed fr customer calls.		

This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Consult Responses	Folder:	
	Agent > Activity > Queue	
Description: For email, the total number of collaboration replie customer interactions that were distributed from this queue.	es that were initiated by this agent for	
For voice, this metric is the same as Agent > Activity > Consult Received Accept	oted.	
Calculation:		
Media type: All (except	Used in:	
Chat)	This metric is not used in any reports.	
Data type: Number Metric type: Disposition		
Metric name: Engage	Folder:	
Introduced: 100.0.029.0000	Agent > Activity > Queue	
	Agenes Activity s quede	
Description: The number of times that agents were engaged were period. This metric is useful in calculating custom values such a		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Engage Time	Folder:	
	Agent > Activity > Queue	
Description: For interactions that were distributed or pulled from this queue, the total amount of time that this agent was engaged with customers on interactions that the agent received.		
This metric excludes other interaction-related durations, such as hold time, ACW (Wrap) time, alert (ring) time, and time that is spent in collaboration or consultation.		
Calculation:	Used in:	
Media type: All	oseu III.	

Data type: Number Metric type: Disposition	Agent Queue Report	
Metric name: Focus	Folder: Agent > Activity > Queue	
Description: Total number of times that the agent was in sessions. Includes only cases where the agent was actively of the IRF, and requires WDE is configured to report focus	y working on the interaction that is the subject	
Calculation:		
Media type:	Used in:	
Data type: Metric type: Disposition	This metric is not used in any reports.	
Metric name: Focus Time	Folder:	
	Agent > Activity > Queue	
Description: The total time that the agent spent in the follocudes only time that the agent spent actively processing desktop.		
Calculation:		
Media type:	Used in:	
	This metric is not used in any reports.	
Data type: Metric type: Disposition		
Metric name: Handle Time	Folder:	
	Agent > Activity > Queue	
Description: The total amount of time that this agent spent handling interactions that were distributed or pulled from this queue for those interactions that the agent received.		
Calculation: Calculated based on (Activity > Queue) Enga Time, Hold Time, Wrap Time, Consult Received Time, Cons Received Wrap Time, Consult Received Warm Time metrics	ult	
Media type: All	This metric is not used in any reports.	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Hold	Folder:	
	Agent > Activity > Queue	
Description: The total number of times within the interva	I that this agent had customer calls (that were	

distributed from this queue) on hold.		
Calculation:		
Media type: Voice	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Hold Time	Folder:	
	Agent > Activity > Queue	
Description: The total amount of time that agents had custo on hold. This metric counts all held durations for interactions, more than once.		
Calculation:	Head in .	
Media type: Voice	Used in:	
Data type: Number Metric type: Disposition	Agent Queue Report	
Herric type. Disposition		
Metric name: Influence Score	Folder:	
	Agent > Activity > Queue	
Description: The total score that represents the customer clo customer interactions that were distributed from this queue a		
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Invite	Folder:	
	Agent > Activity > Queue	
Description. The total number of sustainer interactions that	were distributed from this success that	
Description: The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted plus the total number of dials that the agent performed, where the calls were successfully established.		
This metric is attributed to the interval in which the alerting/dialing first occur voice media only.	rred. The dialing component of this metric applies to	
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
	Folder	
	Folder:	

Metric name: Invite Time		Agent > Activity > Queue
Description: The total amount of time, in seconds, that customer interactions alerted at this agent plus the total duration of the dialing that the agent performed for calls that were distributed or pulled from this queue.		
For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only. This metric is attributed to the interval in which the alerting/ dialing first occurred.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Not Accepted		
		Agent > Activity > Queue
		ons, that were distributed from this queue ent or were otherwise not accepted by the
This metric includes interactions that th	e customer abandoned while they were	alerting at the agent.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Offered		Folder:
		Agent > Activity > Queue
Description: The total number of times that interactions were received or initiated by this agent (for Agent reporting), or agents who belong to this agent group (for Agent Group reporting).		
The count includes interactions that were abandoned while inviting, handling attempts that the agent rejected, and warm consultations and conferences that the agent received. This count excludes simple consultations, whether they were initiated or received. For AGT_AGENT_QUEUE records, this metric relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.		
Calculation:		Used in:
Media type: All		
Data type: Number Metric type: Disposition		 Agent Group Queue Business Attribute Report
		Folder:

Metric name: Offered with Actionability	Agent > Activity > Queue	
Description: The total number of customer interactions that were offered to this agent and distributed from this queue, for which actionability scores were recorded.		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Offered with Influence	Folder:	
	Agent > Activity > Queue	
Description: The total number of customer interactions that a from this queue, for which customer-influence scores were reco		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric name: Offered with Revenue	Folder: Agent > Activity > Queue	
Metric name: Offered with Revenue Description: The total number of customer interactions that e were distributed from this queue, had associated revenue, and	Agent > Activity > Queue entered or began within the contact center,	
Description: The total number of customer interactions that e	Agent > Activity > Queue entered or began within the contact center,	
Description: The total number of customer interactions that e were distributed from this queue, had associated revenue, and	Agent > Activity > Queue entered or began within the contact center,	
Description: The total number of customer interactions that evere distributed from this queue, had associated revenue, and Calculation:	Agent > Activity > Queue entered or began within the contact center, were handled by this agent.	
Description: The total number of customer interactions that ever distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports.	
Description: The total number of customer interactions that ever distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in:	
Description: The total number of customer interactions that a were distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports.	
Description: The total number of customer interactions that a were distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue were distributed from this queue and	
Description: The total number of customer interactions that every distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Satisfaction Description: The total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of customer interactions that every state of the total number of the total	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue vere distributed from this queue and ere recorded.	
Description: The total number of customer interactions that every distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Satisfaction Description: The total number of customer interactions that we handled by this agent for which customer-satisfaction scores we handled by this agent for which customer-satisfaction scores we handled by this agent for which customer-satisfaction scores we handled by this agent for which customer-satisfaction scores we handled by this agent for which customer-satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we handled by this agent for which customer satisfaction scores we have the same score states and the same score states agent for which customer satisfaction score score score score states agent for which customer satisfaction score	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue were distributed from this queue and	
Description: The total number of customer interactions that every distributed from this queue, had associated revenue, and Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Offered with Satisfaction Description: The total number of customer interactions that we handled by this agent for which customer-satisfaction scores we Calculation:	Agent > Activity > Queue entered or began within the contact center, were handled by this agent. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue vere distributed from this queue and ere recorded.	

Metric name: Offered with	Sentiment	Folder:
		Agent > Activity > Queue
Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which sentiment scores were recorded.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Rejected		Folder:
Metric name. Rejected		Agent > Activity > Queue
Description: The total number alerted at this agent, and were		ons were distributed from this queue,
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Responded U	Inique	Folder:
Metric name: Responded U	Inique	Folder: Agent > Activity > Queue
-	r of first-time outbound replies in	
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the	r of first-time outbound replies in buted from this queue. ed in response to a customer interaction.	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers Calculation:	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies herated responses.
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers Calculation: Media type: All Data type: Number	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply thound replies to consultations, outbound replies herated responses. Used in: This metric is not used in any reports.
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers Calculation: Media type: All Data type: Number	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies herated responses.
Description: The total number to customer interactions distrib Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers Calculation: Media type: All Data type: Number Metric type: Disposition	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply thound replies to consultations, outbound replies herated responses. Used in: This metric is not used in any reports.
Description: The total number to customer interactions distribu- Any number of replies could be prepare to this agent, regardless of whether the that the agent pulled from his/her pers Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Responses	r of first-time outbound replies in outed from this queue. ed in response to a customer interaction. e reply was sent. This metric excludes our	Agent > Activity > Queue which this agent participated in response This metric attributes only the first-connected reply tbound replies to consultations, outbound replies herated responses. Used in: This metric is not used in any reports. Folder: Agent > Activity > Queue

• For email, this metric represents the total number of times that the agent prepared an outbound reply.		
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Revenue	Folder:	
	Agent > Activity > Queue	
Description: The total revenue that is generated during the int distributed from this queue and handled by this agent.	erval by customer interactions that were	
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Satisfaction	Folder:	
	Agent > Activity > Queue	
Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
Here type. Disposition		
	Folder:	
Metric name: Sentiment Score		
	Agent > Activity > Queue	
Description: The total score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.		
Calculation:		
Media type: All	Used in:	
Data type: Number	This metric is not used in any reports.	
Metric type: Disposition		
Metric name: Short	Folder:	
	Agent > Activity > Queue	

Description: The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.		
This metric relies on the value of the short-engagement (short-talk) option as configured in the [agg-gim-thld-AGENT-IXN] section.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Start Date Ti	me Key	Folder:
		Agent > Activity > Queue
Description: This metric is rest the AG2_AGENT_QUEUE hierard		a key for a particular date and time from
Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
		Folder:
Metric name: Transfer Initi	ated Agent	Folder:
Metric name: Transfer Initi	ated Agent	Agent > Activity > Queue
Description: The total number	-	Agent > Activity > Queue rred customer interactions that were
Description: The total number	r of times that this agent transfer	Agent > Activity > Queue rred customer interactions that were
Description: The total number distributed by this queue. Both	r of times that this agent transfer	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in:
Description: The total number distributed by this queue. Both Calculation:	r of times that this agent transfer	Agent > Activity > Queue rred customer interactions that were lected in this metric.
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number	r of times that this agent transfer	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number	r of times that this agent transfer warm and blind transfers are ref	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition	r of times that this agent transfer warm and blind transfers are ref	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Reco	r of times that this agent transfer warm and blind transfers are ref eived Accepted	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report Folder:
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Reco Description: The total number	r of times that this agent transfer warm and blind transfers are ref eived Accepted r of times that agents received co	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report Folder: Agent > Activity > Queue
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Record Description: The total number were successfully transferred to the total number of	r of times that this agent transfer warm and blind transfers are ref eived Accepted r of times that agents received co	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report Folder: Agent > Activity > Queue
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Record Description: The total number were successfully transferred to Both warm and blind transfers are reference of the section	r of times that this agent transfer warm and blind transfers are ref eived Accepted r of times that agents received co	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report Folder: Agent > Activity > Queue ustomer interactions from this queue that Used in:
Description: The total number distributed by this queue. Both Calculation: Media type: All Data type: Number Metric type: Disposition Metric name: Transfer Record Metric name: Transfer Record Metric type: Supposition Description: The total number were successfully transferred to Both warm and blind transfers are refleted to Calculation:	r of times that this agent transfer warm and blind transfers are ref eived Accepted r of times that agents received co	Agent > Activity > Queue rred customer interactions that were lected in this metric. Used in: • Agent Group Queue Business Attribute Report Folder: Agent > Activity > Queue ustomer interactions from this queue that

Metric name: Wrap		Folder:
		Agent > Activity > Queue
Description: The total number the agent received from this qu		ACW state for customer interactions that
This metric is attributed to the interval	in which the agent was offered the intera	actions for which ACW was invoked.
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Wrap Time		Folder:
		Agent > Activity > Queue
Description: The total amount of time that agents spent in ACW state for customer interactions that the agents received from this queue.		
This metric is attributed to the interval	in which the agent was offered the intera	action for which ACW was invoked.
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		Agent Queue Report

Folder: Agent > Detail

There are no metrics in this folder.

Folder: Agent > Detail > Ixn State

Metric name: Duration	Folder: Agent > Detail > Ixn State
Description: The difference between the beginning and end of	the agent's state.
Calculation: Calculated as IXN_RESOURCE_STATE_FACT_GI2.END_TS minus IXN_RESOURCE_STATE_FACT_GI2.START_TS.	Used in: This metric is not used in any reports.

Media type: All Data type: Number Metric type: Detail		
Metric name: Start DateTir	ne Key	Folder: Agent > Detail > Ixn State
Description: This metric is rest the AG2_QUEUE or AG2_QUEUE		a key for a particular date and time from
Calculation:		
Media type: All Data type: Number Metric type:		Used in: This metric is not used in any reports.

Folder: Agent > Detail > Session

Metric name: Active Time	Folder: Agent > Detail > Session
Description: The total amount of time that elapsed between the session(s) on a particular media channel, irrespective of the interpocture. If an agent logs into multiple DNs, login duration is meas agent logs in to the first DN to the moment at which the agent is agent's session was still active when the data was compiled, the in the reports.	ervals in which the resource session sured from the moment at which the s no longer logged in to any DN. If the

If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.

Calculation: Media type: All Data type: Number Metric type: Detail		Used in: Agent Login-Logout Details Report
Metric name: Group Combi	nation Detail Session	Folder: Agent > Detail > Session
Description: This metric is res combination from the SM_RES_		a key for a particular resource-group
Calculation: Media type: All		Used in:

Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Start DateTin	ne Key	Folder:
		Agent > Detail > Session
Description: This metric is rest the SM_RES_STATE_FACT table.	erved for internal use to employ	a key for a particular date and time from
Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.

Folder: Agent > Detail > State

Metric name: Duration	Folder: Agent > Detail > State	
Description: The difference between the beginning and end	of the agent's interaction-related state.	
Calculation:	Used in:	
Media type: All	osed in:	
Data type: Number Metric type: Detail	Agent State Details Report	
Metric name: Reason Time	Folder: Agent > Detail > State	
Description: The total amount of time that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures.		
This time is measured from the moment at which the agent enters this state- exits this state or state-reason combination. If the agent's state was still activ agent in this state appears as null in the reports.		
Calculation:	Used in:	
Media type: All	usea in:	
Data type: Number Metric type: Detail	Agent State Details Report	

Folder: Agent > Group Membership

Metric name: Start Date Ti	me Key	Folder: Agent > Group Membership
Description: This metric is res the RESOURCE_GROUP_FACT hi		a key for a particular date and time from
Calculation: Media type: All Data type: Number Metric type:		Used in:Agent Group Membership Details Report

Folder: Agent > State and Reason

There are no metrics in this folder.

Folder: Agent > State and Reason > Interaction State

Metric name: % Consult Received Time	Folder: Agent > State and Reason > Interaction State	
Description: The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.		
Calculation: Calculated based on the Interaction State > Consult Received Time and Summarized State > Active Time metrics.	Used in:	
Media type: All (Except Chat) Data type: Number Metric type: Interval	 Agent Interval Based Report Agent Summary Activity Report (Interaction) 	
Metric name: % Engage Time	Folder: Agent > State and Reason > Interaction State	

Description: The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.		
Calculation: Calculated based Engage Time and Summarized		Used in:
Media type: All Data type: Number Metric type: Interval		 Agent Interaction State Agent Interval Based Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: % Hold Time		Folder: Agent > State and Reason > Interaction State
		Agent > State and Reason > Interaction State
	of time that this agent had custor ration of the agent's active sessi	mer interactions on hold within the on within the interval.
Calculation: Calculated based		Used in:
Hold Time and Summarized Sta	ate > Active Time metrics.	Agent Interaction State
Media type: Voice		Agent Interval Based Report
Data type: Number Metric type: Interval		 Agent Summary Activity Report (Interaction)
		Supervisor Dashboard
Metric name: % Invite Time	2	Folder:
		Agent > State and Reason > Interaction State
Description: The percentage of duration of the agent's active s		s spent in Invite Time relative to the total
Calculation: Calculated based State and Active Time Summar		Used in:
Media type: All		Agent Interaction State
Data type: Number Metric type: Interval		 Agent Summary Activity Report (Interaction)
Metric name: % Ixn Wrap T	īme	Folder:
		Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent in ACW (Wrap) state		

associated with customer calls, relative to the total duration of the agent's active session within the interval.		
Calculation: Calculated based on the Ixn Wrap Time Interaction State and Active Time Summarized State metrics.	Used in:Agent Interaction State	
Media type: Voice	Agent Interval Based Report	
Data type: Number Metric type: Interval	 Agent Summary Activity Report (Interaction) 	
Metric name: % Not Ready In Time	Folder:	
	Agent > State and Reason > Interaction State	
Description: The percentage of time that this agent spent on c within the interval while the agent was in the NotReady state, re duration within the interval for a particular media channel.		
Consultations and collaborations that the agent receives while in the NotReady	state are excluded from this percentage.	
Calculation:	Used in:	
Media type: All		
Data type: Number Metric type: Interval	Agent Not Ready Report	
Metric name: % Not Ready Out Time	Folder:	
	Agent > State and Reason > Interaction State	
Description: The percentage of time that this agent spent on customer interactions that were dialed within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval.		
Calculation: Calculated based on the Not Ready Out Time Interaction State and the Not Ready Time Summarized State metrics.	Used in:	
Media type: All	Agent Not Ready Report	
Data type: Number Metric type: Interval		
	Foldory	
Metric name: % Wrap In Time	Folder: Agent > State and Reason > Interaction State	
	Agent > State and RedSon > Interaction State	
Description: The percentage of time that this agent spent on customer interactions received within the interval while the agent DNs were in ACW (Wrap) state, relative to the DN's total ACW state duration within the interval.		
Calculation: Calculted based on the Wrap In Time Interaction State and the Wrap Time Summarized State metrics.	Used in:	

Media type: Voice, Chat Data type: Number Metric type: Disposition		Agent Wrap Report
Metric name: % Wrap Out	Time	Folder: Agent > State and Reason > Interaction State
Description: The percentage of time that this agent spent on customer interactions that the agent dialed within the interval while the agent's DNs were in ACW (Wrap) state, relative to the DNs' total duration in the ACW summarized state within the interval		
Calculation: Calculated based Interaction State and the Wrap metrics.		Used in:
Media type: Voice Data type: Number Metric type: Interval		Agent Wrap Report
Metric name: Accepted		Folder: Agent > State and Reason > Interaction State
Description: The description of	of this metric varies depending or	n attributes and filters in the report query:
 Agent Attributes: The total r accepted, answered, pulled 		teractions or warm consultations were
	e total number of times that custo oulled, or initiated by agents who	omer interactions or warm consultations belong to this agent group.
For voice media, this metric is identica	I to Activity\Responses.	
Calculation:		Used in:
		Agent Activity
		Agent Conduct Report
		 Agent Group Business Attribute Report
Media type: All		 Agent Group Interaction handling Report
Data type: Number Metric type: Disposition		Agent Interval Based Report
		Agent Performance Dashboard
		Agent Report
		Agent Social Engagement Report
		Agent Task Dashboard

		 Agent Utilization Email Report Agent Utilization Report Predictive Routing Agent Dashboard Predictive Routing Agent Occupancy Report (Active Time & Predictive) Survey Statistics Report Task Routing Agent Activity Task Routing Agent Group Activity
Metric name: Accepted Eve	entually	Folder: Agent > State and Reason > Interaction State
Description: The total number accepted by this agent.	r of customer interactions and co	nsultations (warm or simple) that were
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.
Metric name: Consult Rece	ived Accepted	Folder: Agent > State and Reason > Interaction State
Description: The description of query: • Agent Attribute: The total nu	of this metric varies according to	Agent > State and Reason > Interaction State the attributes and filters in the report ceived and accepted collaborations or
 Description: The description of query: Agent Attribute: The total nu simple consultations that w Agent Group Attribute: The formation of the simple consultation of the simple consul	of this metric varies according to umber of times that this agent re ere associated with customer into total number of times that agents	Agent > State and Reason > Interaction State the attributes and filters in the report ceived and accepted collaborations or
 Description: The description of query: Agent Attribute: The total nu simple consultations that w Agent Group Attribute: The formation of the statement of the statem	of this metric varies according to umber of times that this agent re ere associated with customer into total number of times that agents	Agent > State and Reason > Interaction State the attributes and filters in the report ceived and accepted collaborations or eractions. s who belong to this agent group received
 Description: The description of query: Agent Attribute: The total nu simple consultations that w Agent Group Attribute: The and accepted collaborations 	of this metric varies according to umber of times that this agent re ere associated with customer into total number of times that agents	Agent > State and Reason > Interaction State the attributes and filters in the report ceived and accepted collaborations or eractions. s who belong to this agent group received re associated with customer interactions.

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

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

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

Calculation: Calculated as the sum of AG2_AGENT_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_[*].CONSULT_RECEIVED_HOLD_TIME, or AG2_AGENT_GRP_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_GRP_[*].CONSULT_RECEIVED_HOLD_TIME	 Used in: Agent Group Business Attribute Report Agent Interval Based Report
Media type: All (except Chat) Data type: Number Metric type: Disposition	 Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction)
Metric name: Consult Received Wrap Time	Folder:

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

Agent > State and Reason > Interaction State

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

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

Calculation:	Used in:
Media type: Voice Data type: Number Metric type: Disposition	Agent Performance DashboardAgent Report
Metric name: Engage Time	Folder: Agent > State and Reason > Interaction State
Description: The description of this metric varies depending on attributes and filters in the report query:	

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

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

Calculation:		Used in:
Media type: All Data type: Number Metric type: Disposition		 Agent Group Business Attribute Report Agent Interaction State Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
Matria names Crosse Cambi	nation	Folder:
Metric name: Group Combi	nation	Anometer Charles and Descent a Justice States
		Agent > State and Reason > Interaction State
Description: This metric is res combination from the SM_RES_		a key for a particular resource-group
Calculation:		
Media type: All		Used in:
Data type: Number		This metric is not used in any reports.
Metric type:		
		Folder:
Metric name: Hold		
		Agent > State and Reason > Interaction State
Description: The total number had customer calls on hold.	r of times within the interval that	this agent (or agents in this agent group)
Calculation:		Used in:
Media type: Voice		Agent Interval Based Report
Data type: Number		 Agent Performance Dashboard
Metric type: Disposition		Arrent Denert
		 Agent Report

	Agent Utilization Report
Metric name: Hold Time	Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.	
Calculation:	Used in:
Media type: Voice Data type: Number Metric type: Disposition	 Agent Group Business Attribute Report Agent Interval Based Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: Invite Time	Folder: Agent > State and Reason > Interaction State

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

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

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

Calculation:	Used in:
Media type: All Data type: Number Metric type: Disposition	 Agent Interaction State Agent Summary Activity Report (Interaction) Supervisor Dashboard
Metric name: Ixn Busy Time	Folder: Agent > State and Reason > Interaction State

Description: The total amount of time within the interval that this agent was busy processing interactions.		
The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.		
Calculation: Calculated based on the Inv Time, Hold Time, Ixn Wrap Time, and Cons Interaction State metrics.		
Media type: All Data type: Number Metric type: Interval	 Agent Summary Activity Report (Interaction) Supervisor Dashboard 	
Metric name: Ixn Wrap	Folder: Agent > State and Reason > Interaction State	
Description: The total number of times a customer interactions that the agent rece	within the interval that this agent was in ACW (Wrap) state for ived.	
Calculation:	Used in:	
Media type: All		
Data type: Number Metric type: Interval	Agent Interval Based Report	
	Folder:	
Metric name: Ixn Wrap Time	Agent > State and Reason > Interaction State	
Description: The total amount of time w customer calls that the agent received.	ithin the interval that this agent spent in ACW (Wrap) state for	
Calculation:	Used in:	
	Agent Interaction State	
Media type: All	Agent Interval Based Report	
Data type: Number Metric type: Interval	 Agent Summary Activity Report (Interaction) 	
	Supervisor Dashboard	
Metric name: Not Accepted	Folder:	
	Agent > State and Reason > Interaction State	

Description: The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval, but which were not accepted by this agent as customer interactions or consultations.		
Calculated as the difference between:		
 The total number of customer interactions that were offered to or dialed by this agent within the interval or within a prior interval and ensued in this interval, 		
and		
• The total number of customer interactions and consultations this agent.	(warm or simple) that were accepted by	
Calculation: Calculated based on the Offered Interaction State and AG2_I_AGENT_[*].ACCEPTED_EVENTUALLY metrics.	Used in:	
Media type: All		
Data type: Number Metric type: Interval	This metric is not used in any reports.	
Metric name: Not Ready In	Folder:	
	Agent > State and Reason > Interaction State	
Description: The total number of times that this agent was har while the agent was in the NotReady state.	ndling customer calls that were accepted	
Calculation:		
Media type: All	Used in:	
Media type: All Data type: Number Metric type: Interval	Used in:Agent Not Ready Report	
Data type: Number	Agent Not Ready Report	
Data type: Number		
Data type: Number Metric type: Interval	Agent Not Ready Report	
Data type: Number Metric type: Interval	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent accludes the alert (ring) time of the 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions.	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions. Calculation:	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent accludes the alert (ring) time of the 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions. Calculation: Media type: All Data type: Number	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent accludes the alert (ring) time of the Used in: 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions. Calculation: Media type: All Data type: Number	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent accludes the alert (ring) time of the Used in: 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions. Calculation: Media type: All Data type: Number Metric type: Interval	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State dling customer interactions that the agent holudes the alert (ring) time of the Used in: • Agent Not Ready Report Folder: 	
Data type: Number Metric type: Interval Metric name: Not Ready In Time Description: The total amount of time that this agent was hand received while the agent was in the NotReady state. This time in accepted interactions. Calculation: Media type: All Data type: Number Metric type: Interval	 Agent Not Ready Report Folder: Agent > State and Reason > Interaction State ding customer interactions that the agent here of the alert (ring) time of the Used in: • Agent Not Ready Report Folder: Agent > State and Reason > Interaction State 	

in the NotReady state. The cou state.	nt excludes consultations that the	e agent participated in while in NotReady
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Report
		Folder:
Metric name: Not Ready O	ut Time	Agent > State and Reason > Interaction State
that the agent initiated while in		ndling outbound or internal interactions on includes dial time, engagement time, pated in while in NotReady state.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Report
Metric name: Offered		Folder:
		Agent > State and Reason > Interaction State
	r of times that interactions were o belong to this agent group (for	received or initiated by this agent (for Agent Group reporting).
consultations and conferences that the	e agent received. This count excludes sim	tempts that the agent rejected, and warm ple consultations, whether they were initiated or short-abandoned threshold as configured in the
Calculation:		Used in:
		Agent Activity
		Agent Interaction Hierarchy Report
		Agent Performance Dashboard
		Agent Report
Media type: All		Agent Task Dashboard
Data type: Number		Agent Utilization Email Report
Metric type: Disposition		
		-
		Agent Utilization Report
		Agent Utilization ReportPredictive Routing Agent Dashboard
		Agent Utilization Report
		 Agent Utilization Report Predictive Routing Agent Dashboard Predictive Routing Agent Occupancy

		Task Routing Agent ActivityTask Routing Agent Group Activity
Metric name: Wrap In		Folder: Agent > State and Reason > Interaction State
Description: The total number state.	r of times that this agent receive	d customer calls while in ACW (Wrap)
Calculation:		Used in:
Media type: Voice		Agent Utilization
Data type: Number Metric type: Interval		Agent Wrap Report
Metric name: Wrap In Time	2	Folder: Agent > State and Reason > Interaction State
		ndling customer calls that the agent t (ring) time, hold time, and time of
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Interval		Agent Wrap Report
Metric name: Wrap Out		Folder: Agent > State and Reason > Interaction State
	r of times that this agent placed a articipated in while in ACW state	
Calculation:		Used in:
Media type: Voice		
Data type: Number Metric type: Interval		Agent Wrap Report
Metric name: Wrap Out Tin	ne	Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that this agent spent handling internal or outbound interactions that the agent initiated while in ACW (Wrap) state. This duration includes dial time, hold time, and time of engagement, but excludes consultations that the agent participated in while in ACW state.		

Calculation:	
Media type: Voice	Used in:
Data type: Number Metric type: Interval	Agent Wrap Report

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Metric name: Active Description: The total amount agent(s) login session(s) on a part Calculation:		Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing val between the beginning and end of the Used in:	
Media type: Data type: Metric type: Interval		Agent Utilization Report	
Metric name: Agent Score		Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: The sum of the so	core of the agents to whom the i	nteractions were routed.	
Calculation:		Used in:	
Media type: Data type: Number Metric type: Interval		This metric is not used in any reports.	
		Folder:	
Metric name: Avg Agent Sc	ore	Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: The average age	Description: The average agent score during the period when Predictive Routing was active.		
Calculation: Calculated based (gpmAgentScore), divided by th where Predictive Routing was a	e total number of interactions	Used in:Predictive Routing Agent Occupancy	
Media type:		Dashboard	
Data type:		Predictive Routing Agent Occupancy	

Metric type: Interval

Report (Active Time and Predictive)

Folder: Agent > State and Reason > Summarized State

Metric name: % Busy Time	Folder: Agent > State and Reason > Summarized State		
Description: The percentage of the agent's time accounted for by the sum of all interaction-processing activities.			
Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics. Media type: All Data type: Number Metric type: Interval	 Used in: Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Email) Agent Task Dashboard Agent Utilization Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity 		
Metric name: % Not Ready Reason Time	Folder: Agent > State and Reason > Summarized State		
Description: The percentage of time within the interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code, relative to the agent's total NotReady duration within the interval for a particular media channel. If no reason codes have been set up in your environment, this metric returns 0.			

Calculation: Calculated based on the Not Ready Reason Time and Not Ready Time Summarized State metrics.	Used in:
Media type: All	Agent Not Ready Reason Code Report
Data type: Number	

Metric type: Interval	
Metric name: % Not Ready Time	Folder:
	Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that the total duration within the interval of the agent's active sessed	
Calculation: Calculated based on the Not Ready Time and Active Time Summarized State metrics.	Used in:
Active Time Summarized State metrics.	Agent Not Ready Reason Code Report
	Agent Not Ready Report
	Agent Summarized State
	Agent Summary Activity Email Report
	 Agent Summary Activity Report (Active)
Media type: All	Agent Task Dashboard
Data type: Number Metric type: Interval	Predictive Routing Agent Occupancy
	 Predictive Routing Agent Occupancy Report (Interaction Time)
	Supervisor Dashboard
	Task Routing Agent Group Summary Activity
	• Task Routing Agent Summary Activity
Metric name: % ()ccupancy	Folder:
Metric name: % Occupancy	Folder: Agent > State and Reason > Summarized State
Metric name: % Occupancy Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the
Description: The percentage of time that this agent's state v	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the on a particular media channel.
Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session This metric reflects the percentage of time that agents actually spent handlin Calculation: Calculated as Active Time minus Ready and Not	Agent > State and Reason > Summarized State was Busy within the interval, relative to the on a particular media channel. ag interactions against their available or idle time.
Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session This metric reflects the percentage of time that agents actually spent handlin	Agent > State and Reason > Summarized State was Busy within the interval, relative to the on a particular media channel. ag interactions against their available or idle time.
Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session This metric reflects the percentage of time that agents actually spent handlin Calculation: Calculated as Active Time minus Ready and Not Ready time, divided by the difference between Active and	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the on a particular media channel. Ing interactions against their available or idle time. - Used in:
Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session This metric reflects the percentage of time that agents actually spent handlin Calculation: Calculated as Active Time minus Ready and Not Ready time, divided by the difference between Active and	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the on a particular media channel. Ing interactions against their available or idle time. - Used in: • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report
Description: The percentage of time that this agent's state v total duration within the interval of the agent's active session This metric reflects the percentage of time that agents actually spent handline Calculation: Calculated as Active Time minus Ready and Not Ready time, divided by the difference between Active and Not-Ready time. Media type: All Data type: Number	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the on a particular media channel. ag interactions against their available or idle time. - Used in: • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active)
Description: The percentage of time that this agent's state we total duration within the interval of the agent's active session. This metric reflects the percentage of time that agents actually spent handling. Calculation: Calculated as Active Time minus Ready and Not Ready time, divided by the difference between Active and Not-Ready time. Media type: All	Agent > State and Reason > Summarized State vas Busy within the interval, relative to the on a particular media channel. Ing interactions against their available or idle time. - Used in: • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report

		 Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Active Time & Predictive) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
Metric name: % Omni Busy	7 Time	Folder: Agent > State and Reason > Summarized State
	of time of all of interaction-proces nsultation that the agent receive	ssing activities including the time that is d and excluding the time spent
Calculation: Media type: Data type: Metric type: Interval		Used in: Agent Omnichannel Activity Report
Metric name: % Omni Not I	Ready Time	Folder: Agent > State and Reason > Summarized State
		is agent was in the NotReady state, n, if configured) regardless of whether a
Calculation: Media type: Data type: Metric type: Interval		Used in: Agent Omnichannel Activity Report
Metric name: % Omni Occu	ipancy	Folder: Agent > State and Reason > Summarized State
relative to the total duration wi channel.	thin the interval of the agent's ac	s Busy within the reporting interval, ctive session, regardless of media
This metric reflects the percentage of the second s	_TIME minus	nteractions against their available or idle time. Used in: This metric is not used in any reports.

AGT_I_MN_SESS_STATE.NOT_RE difference between AGT_I_MN_S AGT_I_MN_SESS_STATE.NOT_RE Media type: All Data type: Number Metric type: Interval	SESS_STATE.ACTIVE_TIME and	
Metric name: % Omni Othe	r State Time	Folder: Agent > State and Reason > Summarized State
neither Ready nor NotReady) a agent's active session, regardle	fter login, relative to the total dun ess of media channel.	is agent's state was unknown (that is, ration within the reporting interval of the he switch does not force agent DNs into the Ready
Calculation: Calculated based and AGT_I_MN_SESS_STATE.ACT Media type: All Data type: Number Metric type: Interval		Used in: • Agent Omnichannel Activity Report
Metric name: % Omni Read	ly Time	Folder:
	iy nme	Agent > State and Reason > Summarized State
Description: The percentage of		is agent's state was Ready, relative to the
Description: The percentage of total duration within the interval Calculation:	of time within the interval that th	is agent's state was Ready, relative to the
Description: The percentage of total duration within the interva	of time within the interval that th	is agent's state was Ready, relative to the egardless of media channel.
Description: The percentage of total duration within the interval Calculation: Media type: Data type:	of time within the interval that th al of the agent's active session, r	is agent's state was Ready, relative to the egardless of media channel. Used in:
Description: The percentage of total duration within the interval Calculation: Media type: Data type: Metric type: Interval Metric name: % Omni Wrag Description: The percentage of	of time within the interval that th al of the agent's active session, re 5 Time	is agent's state was Ready, relative to the egardless of media channel. Used in: • Agent Omnichannel Activity Report Folder:
Description: The percentage of total duration within the interval Calculation: Media type: Data type: Metric type: Interval Metric name: % Omni Wrag Description: The percentage of relative to the total duration of	of time within the interval that th al of the agent's active session, n o Time of time that this agent spent in Ar the agent's active session within on the the Wrap Time and	is agent's state was Ready, relative to the egardless of media channel. Used in: • Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State CW (Wrap) state within the interval,

Metric name: % Other State Time	Folder: Agent > State and Reason > Summarized State	
Description: The percentage of time within the interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login, relative to the total duration within the interval of the agent's active session on a particular media channel. The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DNs into the Ready state upon login.		
Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics. Media type: All Data type: Number Metric type: Interval	 Used in: Agent Summarized State Agent Summary Activity Report (Active) Predictive Routing Agent Occupancy Report (Interaction Time) Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity 	
Metric name: % Ready TIme	Folder: Agent > State and Reason > Summarized State	
Description: The percentage of time within the interval that the total duration within the interval of the agent's active session or		
Calculation: Calculated based on the Ready Time and Active Time Summarized State metrics. Media type: All Data type: Number Metric type: Interval	 Used in: Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Email) Agent Task Dashboard Agent Utilization Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Interaction Time) 	

	• Task Routing Agent Summary Activity
Metric name: % Wrap Time	Folder: Agent > State and Reason > Summarized State
Description: The percentage of time that this agent spent in A relative to the total duration of the agent's active session withi	
Calculation: Calculated based on the Wrap Time and Active Time Summarized State metrics.	Used in:Agent Summarized State
	 Agent Summary Activity Report (Active)
	Agent Wrap Report
Media type: Voice	Predictive Routing Agent Occupancy
Data type: Number Metric type: Interval	 Predictive Routing Agent Occupancy Report (Interaction Time)
	 Task Routing Agent Group Summary Activity
	• Task Routing Agent Summary Activity
Metric name: Active Time	Folder:
	Agent > State and Reason > Summarized State

Description: The total amount of time that elapsed between the beginning and end of this agent's login session(s) on a particular media channel, irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment at which the agent logs in to the first DN to the moment at which the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.

If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.

Calculation:	Used in:
	Agent Interval Based Report
	Agent Not Ready Report
Media type: All	Agent Summarized State
Data type: Number Metric type: Interval	Agent Summary Activity Email Report
	 Agent Summary Activity Report (Active)
	Agent Task Dashboard

		 Agent Wrap Report Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Active Time & Predictive) Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
	F	older:
Metric name: Busy		qent > State and Reason > Summarized State
	of times that this agent was in the g consultations and excluding after	Busy state within the interval in order -call work.
Calculation:		
Media type: All	-	Jsed in:
Data type: Number Metric type: Interval	TI	his metric is not used in any reports.
	F	older:
Metric name: Busy Time		gent > State and Reason > Summarized State
	n of all of interaction-processing act nsultation that the agent received a	
Calculation:	U	Jsed in:
		Agent Summarized State
		Agent Summary Activity Email Report
		 Agent Summary Activity Report (Active)
Media type: All		 Agent Task Dashboard
Data type: Number Metric type: Interval		Predictive Routing Agent Occupancy
		 Predictive Routing Agent Occupancy Report (Interaction Time)
		 Supervisor Dashboard
		Task Routing Agent Group Summary

		Activity Task Routing Agent Summary Activity
Metric name: Not Ready		Folder: Agent > State and Reason > Summarized State
Description: The total number a particular media channel.	r of times within the interval that	this agent was in the NotReady state on
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.
Metric name: Not Ready Re	eason Count	Folder:
		Agent > State and Reason > Summarized State
	r of times within the interval that luding instances of Do Not Distur	this agent was in the NotReady state on by if configured) for this reason.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Reason Code Report
		Folder:
Metric name: Not Ready Re	eason lime	Agent > State and Reason > Summarized State
		this agent was in the NotReady state on a configured) for the specified reason.
Calculation:		Used in
Media type: All		Used in:
Data type: Number Metric type: Interval		Agent Not Ready Reason Code Report
Metric name: Not Ready Ti	me	Folder: Agent > State and Reason > Summarized State
		Agent - State and Reason - Summanzed State
Description: The total amount particular media channel (incluwas indicated.	t of time within the interval that t ding Do Not Disturb duration, if c	this agent was in the NotReady state for a configured) regardless of whether a reason

Calculation:		Used in:
Media type: All Data type: Number Metric type: Interval		 Agent Not Ready Reason Code Report Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard Agent Wrap Report Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
Metric name: Omni Active	Гіте	Folder: Agent > State and Reason > Summarized State
agent's login session(s), regard switches, DNs, and/or queues, t DN/queue (if this login falls with	less of media channel. In the sce his metric starts the moment at	val between the beginning and end of this enario in which an agent logs into multiple which the agent logs in to the first switch/ moment at which the agent is no longer rval).
Calculation:		Head in
Media type: Data type: Metric type:		Used in:Agent Omnichannel Activity Report
Metric name: Omni Busy		Folder: Agent > State and Reason > Summarized State
Description: The number of time	mes the agent entered the Busy	state, regardless of media channel
Calculation:		Used in:
Media type:		
Data type: Metric type:		Agent Omnichannel Activity Report

Metric name: Omni Busy Time	Folder: Agent > State and Reason > Summarized State
Description: The total duration of all of interaction-processing associated with requests for consultation that the agent receive processing after-call work, regardless of media channel.	
Calculation:	
Media type:	Used in:
Data type: Metric type:	Agent Omnichannel Activity Report
Metric name: Omni Not Ready	Folder:
	Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Not F	Ready state, regardless of media channel.
Calculation:	
Media type:	Used in:
Data type: Metric type:	Agent Omnichannel Activity Report
Metric name: Omni Not Ready Time	Folder:
Metric name: Omni Not Ready Time	Folder: Agent > State and Reason > Summarized State
Metric name: Omni Not Ready Time Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated.	Agent > State and Reason > Summarized State this agent was in the NotReady state,
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated.	Agent > State and Reason > Summarized State this agent was in the NotReady state,
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation:	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type: Metric type:	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type:	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report Folder:
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type: Metric type:	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type: Metric type: Metric name: Omni Other State Time Description: The total amount of time that the agent state was regardless of media channel. The situation in which the state of usually occurs upon first login if the switch, for instance, does religin.	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State s neither Ready nor NotReady after login, f an agent is neither Ready nor NotReady
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type: Metric type: Metric name: Omni Other State Time Description: The total amount of time that the agent state was regardless of media channel. The situation in which the state or usually occurs upon first login if the switch, for instance, does reported to the switch of the total amount of the switch of the switc	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State s neither Ready nor NotReady after login, f an agent is neither Ready nor NotReady
Description: The total amount of time within the interval that regardless of media channel (including Do Not Disturb duration reason was indicated. Calculation: Media type: Data type: Metric type: Metric name: Omni Other State Time Description: The total amount of time that the agent state was regardless of media channel. The situation in which the state of usually occurs upon first login if the switch, for instance, does relogin.	Agent > State and Reason > Summarized State this agent was in the NotReady state, , if configured) regardless of whether a Used in: • Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State s neither Ready nor NotReady after login, f an agent is neither Ready nor NotReady to force agents into the Ready state upon

Data type: Metric type:	
	Folder:
Metric name: Omni Ready	
	Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Read	dy state, regardless of media channel.
Calculation:	
Media type:	Used in:
	Agent Omnichannel Activity Report
Data type: Metric type:	
	Folder:
Metric name: Omni Ready Time	
	Agent > State and Reason > Summarized State
Description: The total amount of time that this agent was in t	he Ready state regardless of media
channel.	the neuroy state, regulatess of media
Calculation:	
Media type:	Used in:
Data type:	Agent Omnichannel Activity Report
Metric type:	
Metric name: Omni Wrap	Folder:
Metric name. Onim wrap	
	Agent > State and Reason > Summarized State
	Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Wra	5
Description: The number of times the agent entered the Wrap Calculation:	o state, regardless of media channel.
Calculation:	o state, regardless of media channel.
Calculation: Media type: All	p state, regardless of media channel. Used in:
Calculation: Media type: All Data type: Number	p state, regardless of media channel. Used in:
Calculation: Media type: All Data type: Number Metric type:	p state, regardless of media channel. Used in:
Calculation: Media type: All Data type: Number	 state, regardless of media channel. Used in: Agent Omnichannel Activity Report Folder:
Calculation: Media type: All Data type: Number Metric type:	 state, regardless of media channel. Used in: Agent Omnichannel Activity Report
Calculation: Media type: All Data type: Number Metric type: Metric name: Omni Wrap Time Description: The total amount of time within the interval that	 state, regardless of media channel. Used in: Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State this agent spent in ACW (Wrap) state
Calculation: Media type: All Data type: Number Metric type: Metric name: Omni Wrap Time Description: The total amount of time within the interval that whether or not the reason for entering this state was related to	 state, regardless of media channel. Used in: Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State this agent spent in ACW (Wrap) state
Calculation: Media type: All Data type: Number Metric type: Metric name: Omni Wrap Time Description: The total amount of time within the interval that whether or not the reason for entering this state was related to channel.	Folder: Agent > State and Reason > Summarized State this agent spent in ACW (Wrap) state an interaction, regardless of media
Calculation: Media type: All Data type: Number Metric type: Metric name: Omni Wrap Time Description: The total amount of time within the interval that whether or not the reason for entering this state was related to	 state, regardless of media channel. Used in: Agent Omnichannel Activity Report Folder: Agent > State and Reason > Summarized State this agent spent in ACW (Wrap) state this agent spent in ACW (Wrap) state this agent spent in ACW (Wrap) state Used in:
Calculation: Media type: All Data type: Number Metric type: Metric name: Omni Wrap Time Description: The total amount of time within the interval that whether or not the reason for entering this state was related to channel.	Folder: Agent > State and Reason > Summarized State this agent spent in ACW (Wrap) state an interaction, regardless of media

Data type: Number Metric type: Interval		
Metric name: Other State	Гime	Folder: Agent > State and Reason > Summarized State
login to a particular media chai	nnel. The situation in which the st	ent was neither Ready nor NotReady after tate of an agent is neither Ready nor ce, does not force agents into the Ready
Calculation: Calculated based Time, Ready Time, Not Ready T Summarized State metrics. Media type: All Data type: Number Metric type: Interval		 Used in: Agent Summarized State Agent Summary Activity Report (Active) Agent Task Dashboard Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
Metric name: Ready		Folder: Agent > State and Reason > Summarized State
Description: The total number particular media channel.	r of times within the interval that	this agent was in the Ready state on a
Calculation: Media type: All Data type: Number Metric type: Interval		Used in: This metric is not used in any reports.
Metric name: Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount Calculation: Media type:	t of time that this agent was in th	e Ready state for a particular media type.

Data type: Metric type: Interval		 Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
Metric name: Start Date Ti	me Key	Folder: Agent > State and Reason > Summarized State
	erved for internal use to employ GRP, or AG2_AGENT_QUEUE hiera	a key for a particular date and time from archies. Used in: This metric is not used in any reports.
Metric name: State Reason	1	Folder: Agent > State and Reason > Summarized State
Description: Total number of t the interval(s) in which the stat Calculation: Media type: Data type: Metric type: Interval		Used in: This metric is not used in any reports.
		Folder: Agent > State and Reason > Summarized State specific state for a specific reason, ation endures.

	ation. If the agent's state was still active	ason combination to the moment at which the agent when the data was compiled, the duration of the
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.
Metric name: Wrap		Folder:
		Agent > State and Reason > Summarized State
after login to a particular media	Description: The total number of times that the state of this agent was neither Ready nor NotReady after login to a particular media channel. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.	
Calculation: Calculated based Time, Ready Time, Not Ready T Summarized State metrics.		Used in:
Media type: All		Agent Summary Activity Report
Data type: Number Metric type: Interval		Agene Summary Activity Report
Metric name: Wrap Time		Folder:
Metric name: Wrap Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount	of time, in seconds, within the in reason for entering this state wa	Agent > State and Reason > Summarized State
Description: The total amount		Agent > State and Reason > Summarized State
Description: The total amount (Wrap) state whether or not the		Agent > State and Reason > Summarized State nterval that this agent spent in ACW as related to an interaction.
Description: The total amount (Wrap) state whether or not the		Agent > State and Reason > Summarized State nterval that this agent spent in ACW as related to an interaction. Used in:
Description: The total amount (Wrap) state whether or not the		Agent > State and Reason > Summarized State nterval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report
Description: The total amount (Wrap) state whether or not the Calculation:		Agent > State and Reason > Summarized State Interval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report (Active)
Description: The total amount (Wrap) state whether or not the Calculation: Media type:		Agent > State and Reason > Summarized State Interval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard
Description: The total amount (Wrap) state whether or not the Calculation:		Agent > State and Reason > Summarized State Interval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report
Description: The total amount (Wrap) state whether or not the Calculation: Media type: Data type:		Agent > State and Reason > Summarized State Interval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy
Description: The total amount (Wrap) state whether or not the Calculation: Media type: Data type:		Agent > State and Reason > Summarized State Interval that this agent spent in ACW as related to an interaction. Used in: • Agent Summarized State • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time)

Agent metrics

Agent Attributes

Contents

- 1 Folder: Agent
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- 6 Folder: Agent > Detail
- 7 Folder: Agent > Detail > Ixn State
- 8 Folder: Agent > Detail > Session
- 9 Folder: Agent > Detail > State
- 10 Folder: Agent > Group Membership
- 11 Folder: Agent > State and Reason
- 12 Folder: Agent > State and Reason > Interaction State
- 13 Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
- 14 Folder: Agent > State and Reason > Summarized State

Related documentation:

Use attributes from the Agent folder to build agent-related reports.

Note the following:

When creating attributes, any forms you create must have a one-is-to-one mapping relationship. For
example, an attribute that represents the name of a customer can have only one phone number form
associated with it.

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.

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 following Attributes are available in this folder and are described on this page.

Agent

- Agent Group
- Agent Name
- Agent Resource Key
- Group Combination Key
- Group Key

Agent > Activity

- Agent Group
- Agent Name
- Business Result
- Customer Segment
- Interaction Descriptor Key
- Interaction Key
- Interaction Subtype
- Interaction Type

- Media Type
- Resource Group
- Resource Name
- Service Subtype
- Service Type

Agent > Activity > Activity Call Survey

Agent Score

Agent Attributes

- Call Score
- Company Score
- IQ1 IQ4
- Product Score
- SQ1 SQ2

Agent > Activity > Activity User Data Example

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

Agent > Activity > Queue

- Queue
- Queue Group

Agent > Detail

• There are no attributes in this folder

Agent > Detail > Ixn State

- Additional Info
- End Timestamp
- Interaction Type
- Start Timestamp

• State

Agent > Detail > Session

- Active
- End Timestamp
- Session Key
- Start Timestamp

Agent > Detail > State

- Active Reason
- Active State
- End Timestamp
- Reason Code
- Reason Key
- Reason Timestamp
- Reason Type Code
- Reason Value
- Start Timestamp
- State

Agent > Group Membership

- Agent Group
- Agent Name
- Agent Resource Key
- Date Added
- Date Removed
- End TS
- Group Key
- Start Date Time Key

Agent > State and Reason

- Agent Group
- Agent Name
- Group Combination Sess Key
- Media Type
- Reason Code
- Reason Key
- Reason Type Code
- Reason Value
- Resource State Reason Key
- State Name

Agent > State and Reason > Interaction State

- Interaction Subtype
- Interaction Type

Agent > State and Reason > Interaction State > Interaction Predictive Routing

- Interaction Subtype
- Interaction Type
- Model
- Predictor
- Predictor Switch

Agent > State and Reason > Summarized State

• There are no attributes in this folder

Folder: Agent

Attribute name: Agent Group	Folder: Agent
Description: Enables data within the repo belong. An agent can belong to more than	orting interval to be organized by the groups to which agents one agent group.
Attribute name: Agent Name	Folder: Agent
Description: Enables data to be organize interaction.	d by certain attributes of the agent who is associated with the
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name	
Table.Column: Data type:	Description: Enables data to be organized by the agent name.
Form: Employee ID	
Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name	
Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name	
Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name	
Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
Attribute name: Agent Resource Key	Folder: Agent
Description: Enables data within the repo	orting interval to be organized by the ID of the agent associated
This attribute is reserved for internal computations.	
Attribute name: Group	Folder: Agent

Combination Key

Description: Enables data within the reporting interval to be organized by the related primary key of the RESOURCE_GROUP_COMBINATION attribute.

This attribute is reserved for internal computations.

Attribute name: Group Key

Folder: Agent

Description: This attribute is reserved for internal computations.

Folder: Agent > Activity

Attribute name: Arent Crown	Folders Acents Activity
Attribute name: Agent Group	Folder: Agent > Activity
Description: Enables data within the republic belong. An agent can belong to more than	orting interval to be organized by the groups to which agents one agent group.
Attribute name: Agent Name	Folder: Agent > Activity
Description: Enables data to be organize interaction.	d by certain attributes of the agent who is associated with the
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name Table.Column: Data type:	Description: Enables data to be organized by the agent name.
Form: Employee ID Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.

Form: User Name Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
Attribute name: Business Result	Folder: Agent > Activity
Description: Enables data to be organized Business Result in some reports.	d based on the configured business result. Displayed as Source
Attribute name: Customer Segment	Folder: Agent > Activity
Description: Enables data to be organize Source Customer Segment in some reports	d based on the configured customer segment. Displays as s.
Attribute name: Interaction Descriptor Key	Folder: Agent > Activity
Description: The attribute is for internal p	ourposes only.
Attribute name: Interaction Key	Folder: Agent > Activity
Description: Enables data to be organize tables.	d based on the surrogate key that provides a join to Info Mart
	d based on the surrogate key that provides a join to Info Mart
	d based on the surrogate key that provides a join to Info Mart Folder: Agent > Activity
tables. Attribute name: Interaction Subtype	
tables. Attribute name: Interaction Subtype Description: This Attribute enables data t	Folder: Agent > Activity
tables. Attribute name: Interaction Subtype Description: This Attribute enables data t	Folder: Agent > Activity
tables. Attribute name: Interaction Subtype Description: This Attribute enables data to inbound New or Outbound Notification. Attribute name: Interaction Type	Folder: Agent > Activity to be organized by the interaction's subtype; for example,
tables. Attribute name: Interaction Subtype Description: This Attribute enables data to InboundNew or Outbound Notification. Attribute name: Interaction Type Description: Enables data to be organized	Folder: Agent > Activity to be organized by the interaction's subtype; for example, Folder: Agent > Activity
tables. Attribute name: Interaction Subtype Description: This Attribute enables data to InboundNew or Outbound Notification. Attribute name: Interaction Type Description: Enables data to be organized	Folder: Agent > Activity to be organized by the interaction's subtype; for example, Folder: Agent > Activity
tables. Attribute name: Interaction Subtype Description: This Attribute enables data to InboundNew or Outbound Notification. Attribute name: Interaction Type Description: Enables data to be organized and Internal. Attribute name: Media Type	Folder: Agent > Activity to be organized by the interaction's subtype; for example, Folder: Agent > Activity d by the interaction's type—for example, Inbound, Outbound,

Forms in this attribute:	
Form: Media Name Code Table.Column: Data type: Text	Description: Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type Table.Column: Data type: Text	Description: Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
Attribute name: Resource Group	Folder: Agent > Activity
Description: Enables data within the reported belong. A resource can belong to more that	orting interval to be organized by the groups to which resources in one agent group.
Attribute name: Resource Name	Folder: Agent > Activity
Description: Enables data within the reporting interval to be organized by the name of a contact center handling resource, such as the agent's user name, IVR port, or IVR application name	
Attribute name: Service Subtype	Folder: Agent > Activity
Description: Enables data to be organized by the detailed type of service that the customer requested. Displays as Source Service Subtype in some reports.	
Attribute name: Service Type	Folder: Agent > Activity
Description: Enables data to be organized by the type of service that was assigned to the interaction. Displays as Source Service Type in some reports.	

Folder: Agent > Activity > Activity Call Survey

Attribute name: Agent Score Introduced: 9.0.013	Folder: Agent > Activity > Activity Call Survey
Description: Enables data within the report the customer during post call surveys.	orting interval to be organized by the agent score assigned by
	Folder: Agent > Activity > Activity Call Survey

Attribute name: Call Score Introduced: 9.0.013	
Description: Enables data within the rep by the customer during post-call surveys.	orting interval to be organized by the overall call score assigned
Attribute name: Company Score Introduced: 9.0.013	Folder: Agent > Activity > Activity Call Survey
Description: Enables data within the rep the company by customers during post-ca	orting interval to be organized by the overall score assigned to all surveys.
Attribute name: IQ1 - IQ4 Introduced: 9.0.013	Folder: Agent > Activity > Activity Call Survey
Description: These four attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.	
Attribute name: Product Score Introduced: 9.0.013	Folder: Agent > Activity > Activity Call Survey
Description: Enables data within the rep the product by customers during post-call	orting interval to be organized by the overall score assigned to surveys.
Attribute name: SQ1 - SQ2 Introduced: 9.0.013	Folder: Agent > Activity > Activity Call Survey
Description: These two attributes enable given by customers during post-call surve	e data within the reporting interval to be organized by answers ys.

Folder: Agent > Activity > Activity User Data Example

Attribute name: Category	Folder: Agent > Activity > Activity User Data Example
to interactions that are configured in your	orting interval to be organized based on the standard responses environment. This attribute is applicable only in environments ence, and actionability social-media business attributes.
Attribute name: Category Key	Folder: Agent > Activity > Activity User Data Example

Description: Enables data within the reporting interval to be organized based on the Category Key. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Attribute name: Classify Actionability Category	Folder: Agent > Activity > Activity User Data Example
interactions require agent attention—their through attached data that is provided by	orting interval to be organized by the degree to which actionability. The value for actionability attributes is obtained the Social Messaging Server, a component of Genesys in environments that are configured to use sentiment, usiness attributes.
Attribute name: Classify Sentiment Category	Folder: Agent > Activity > Activity User Data Example
	orting interval to be organized by the characteristic of essed therein, generally positive, negative, or neutral.
	n attached data that is provided by the Social Messaging Server, a component y in environments that are configured to use sentiment, influence, and
Attribute name: Dimension 1 - Dimension 5	Folder: Agent > Activity > Activity User Data Example
Description: These 5 attributes enables of user-data Attribute that is configured within	data within the reporting interval to be organized by a particular n your environment.
Attribute name: Dimension 6 - Dimension 10	Folder: Agent > Activity > Activity User Data Example
Description: These 5 attributes enables of user-data Attribute that is configured within	data within the reporting interval to be organized by a particular n your environment.
Attribute name: Influence Category	Folder: Agent > Activity > Activity User Data Example
amassed on social networks at the time th	orting interval to be organized by the customer's clout that has at interactions entered or began within the contact center. This s that are configured to use sentiment, influence, and tes.
Attribute name: Screen	Folder: Agent > Activity > Activity User Data Example

Actionability Category

Description: Enables data within the reporting interval to be organized based on the degree to which interactions require agent attention. The value of actionability attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Description: Enables data within the reporting interval to be organized based on the attitude that customers expressed about their experience regarding interaction handling. The value of sentiment attributes is obtained through attached data that is provided by the Social Messaging Server, a component of Genesys eServices. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

Folder: Agent > Activity > Queue

Attribute name: Queue	Folder: Agent > Activity > Queue
Description: Enables data within the reporting interval to be organized by the name of the ACD queue, virtual queue, interaction queue, or workbin.	
Form(s): Queue Type	
Forms in this attribute:	
Form: Queue Type Table.Column: Queue Type Data type: RESOURCE_Q.RESOURCE_TYPE	Description: Enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, VirtualQueue, InteractionQueue, or InteractionWorkBin.
Attribute name: Queue Group	Folder: Agent > Activity > Queue
Dependentions, Exclusion and the solution with	in the wave stime interval to be experimed by the server of the

Description: Enables reporting data within the reporting interval to be organized by the name of the queue group. A queue can belong to more than one queue group.

Folder: Agent > Detail

There are no attributes in this folder

Folder: Agent > Detail > Ixn State

Attribute name: Additional InfoFolder: Agent > Detail > Ixn State	
Description: Enables data within the reporting interval to be organized by the primary key of the INTERACTION_FACT table.	
 For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. 	
 For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID. 	
Attribute name: End TimestampFolder: Agent > Detail > Ixn State	
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state ended.	
Attribute name: Interaction TypeFolder: Agent > Detail > Ixn State	
Description: This attribute is always null and is provided only to populate null values in the Interaction Type column of the Agent Details Activity Report when the record specifically reports data about an agent's status or his/her session. Agent statuses and sessions have no interaction type.	
Attribute name: Start TimestampFolder: Agent > Detail > Ixn State	
Description: Enables data within the reporting interval to be organized by the calendar date and time when the interaction state began.	
Attribute name: State Folder: Agent > Detail > Ixn State	
Description: Where a record provides interaction-related data, this attribute enables data to be organized by one of the following:	
The interaction's state.	

- The interaction's state and role.
- The interaction's state, role, and descriptor.

Folder: Agent > Detail > Session

Attribute name: Active	Folder: Agent > Detail > Session
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_SESSION_FACT table is active.	
Attribute name: End Timestamp	Folder: Agent > Detail > Session
	orting interval to be organized by the calendar date and time It has not logged out, the value of this attribute is NULL.
Attribute name: Session Key	Folder: Agent > Detail > Session
	orting interval to be organized by the agent's active session for you can click the value in the Session Key column to view the
Attribute name: Start Timestamp	Folder: Agent > Detail > Session
Description: Enables data within the report when the agent session began.	orting interval to be organized by the calendar date and time

Folder: Agent > Detail > State

Attribute name: Active Reason	Folder: Agent > Detail > State
Description: Enables data within the reporting interval to be organized by whether or not the corresponding record in the SM_RES_STATE_REASON_FACT table is active.	

Attribute name: Active State	Folder: Agent > Detail > State
Description: Enables data within the report corresponding record in the SM_RES_STAT	orting interval to be organized by whether or not the E_FACT table is active.
Attribute name: End Timestamp	Folder: Agent > Detail > State
Description: Enables data within the repower when the agent state ended.	orting interval to be organized by the calendar date and time
Attribute name: Reason Code	Folder: Agent > Detail > State
Description: Enables data within the reposelected.	orting interval to be organized by the reason that the agent
Attribute name: Reason Key	Folder: Agent > Detail > State
Description: For software-related reason codes, this attribute enables data to be organized by the key of the keyvalue pair that is associated with this reason code.	
For hardware-related reason codes, this attribute is r	ull.
Attribute name: Reason Timestamp	Folder: Agent > Detail > State
Description: Enables data within the repo entered a specific state-reason combination	orting interval to be organized by the moment when the agent on.
Attribute name: Reason Type Code	Folder: Agent > Detail > State
Description: Enables data within the report associated with the agent's status.	orting interval to be organized by the reason code that is
Attribute name: Reason Value	Folder: Agent > Detail > State
Description: Enables data to be organize	d based on one of the following:
 For software-related reason codes, this attribute enables data to be organized by the value of the key- value pair that is associated with this reason code. 	
 For hardware-related reason codes, this related reason. 	s attribute enables data to be organized by the hardware-

Attribute name: Start Timestamp	Folder: Agent > Detail > State
Description: Enables data within the repo entered a specific state.	orting interval to be organized by the moment that the agent
Attribute name: State	Folder: Agent > Detail > State
Description: Enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).	
Form(s): State Type Code	
Forms in this attribute:	
Form: State Type Code Table.Column: RESOURCE_STATE.STATE_TYPE_CODE Data type: Text	Description: Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.

Folder: Agent > Group Membership

Attribute name: Agent Group	Folder: Agent > Group Membership	
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.		
Attribute name: Agent Name	Folder: Agent > Group Membership	
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.		
Form(s): User Name, Last Name, First Name, Employee ID		
Forms in this attribute:		
Form: Agent Name		
Table.Column: Data type:	Description: Enables data to be organized by the agent name.	
Form: Employee ID	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.	

Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	
Form: First Name	
Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name	
Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name	
Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
Attribute name: Agent Resource Key	Folder: Agent > Group Membership
Description: This attribute is reserved for	internal use only.
-	-
Attribute name: Date Added	Folder: Agent > Group Membership
	orting interval to be organized by the date an agent as added to
a group.	
Attribute name: Date Removed	Folder: Agent > Group Membership
Description: Enables data within the repowas removed from a group.	orting interval to be organized by the moment when the agent
Attribute name: End TS	Folder: Agent > Group Membership
Description: Enables data within the reporting interval to be organized by the moment when the agent left a group.	
Attribute name: Group Key	Folder: Agent > Group Membership
Description: This attribute is reserved for	internal use only.
	···· ,
Attribute name: Start Date Time	Folder: Agent > Group Membership
Кеу	

Description: Enables data within the reporting interval to be organized by the key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy. This attribute is reserved for internal use.

Folder: Agent > State and Reason

Attribute name: Agent Group	Folder: Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the groups to which agents belong. An agent can belong to more than one agent group.	
Attribute name: Agent Name	Folder: Agent > State and Reason
Description: Enables data to be organized by certain attributes of the agent who is associated with the interaction.	
Form(s): User Name, Last Name, First Name, Employee ID	
Forms in this attribute:	
Form: Agent Name	
Table.Column: Data type:	Description: Enables data to be organized by the agent name.
Form: Employee ID	
Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	Description: Enables data to be organized by the Employee ID of the agent who is associated with the interaction.
Form: First Name	
Table.Column: RESOURCE_A.AGENT_FIRST_NAME Data type: Text	Description: Enables data to be organized by the first name of the agent who is associated with the interaction.
Form: Last Name	
Table.Column: RESOURCE_A.AGENT_LAST_NAME Data type: Text	Description: Enables data to be organized by the last name of the agent who is associated with the interaction.
Form: User Name	
Table.Column: RESOURCE_A.RESOURCE_NAME Data type: Text	Description: Enables data to be organized by the user name of the agent who is associated with the interaction.
Attribute name: Group Combination Sess Key	Folder: Agent > State and Reason
Description: Enables data within the reporting interval to be organized by the primary key of the	

RESOURCE_GROUP_COMBINATION attribute. This attribute is reserved for internal use.	
Attribute name: Media Type	Folder: Agent > State and Reason
Description: Enables data to be organize Email, and Chat.	d by the media type of the interaction; for example, Voice,
Form(s): Media Type, Media Name Code	
Forms in this attribute:	
Form: Media Name Code Table.Column: Data type: Text	Description: Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, VOICE, EMAIL, CHAT.
Form: Media Type Table.Column: Data type: Text	Description: Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or CHAT.
Attribute name: Reason Code	Folder: Agent > State and Reason
Description: Enables data within the reposelected.	orting interval to be organized by the reason that the agent
Attribute name: Reason Key	Folder: Agent > State and Reason
Description: For software-related reason the keyvalue pair that is associated with t	codes, this attribute enables data to be organized by the key of his reason code.
For hardware-related reason codes, this attribute is r	null.
Attribute name: Reason Type Code	Folder: Agent > State and Reason
Description: Enables data within the repeasociated with the agent's status.	orting interval to be organized by the reason code that is
Attribute name: Reason Value	Folder: Agent > State and Reason
Description: Enables data to be organize	d based on one of the following:
• For software-related reason codes, this attribute enables data to be organized by the value of the key- value pair that is associated with this reason code.	
 For hardware-related reason codes, this related reason. 	s attribute enables data to be organized by the hardware-

Attribute name: Resource State Reason Key	Folder: Agent > State and Reason	
Description: Enables data within the reporting interval to be organized by the key of the keyvalue pair that is associated with this resource state.		
Attribute name: State Name	Folder: Agent > State and Reason	
Description: Enables data within the reporting interval to be organized by the state, such as UNKNOWN, NOTREADY, READY, BUSY, or INBOUND. Status values depend on the Genesys application (for example, Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the Genesys Info Mart Physical Data Model documentation for your RDBMS (available from Genesys Info Mart documentation).		
Form(s): State Type Code		
Forms in this attribute:		
Form: State Type Code Table.Column: RESOURCE_STATE.STATE_TYPE_CODE Data type: Text	Description: Enables data within the reporting interval to be organized by the status code associated with the agent's state. State type codes values depend on the Genesys application (such as Interaction Concentrator) that provides source data to Genesys Info Mart.	

Folder: Agent > State and Reason > Interaction State

Attribute name: Interaction Subtype	Folder: Agent > State and Reason > Interaction State
Description: This Attribute enables data InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,
Attribute name: Interaction Type	Folder: Agent > State and Reason > Interaction State
Description: Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.	

Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing

Attribute name: Interaction Subtype	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: This Attribute enables data InboundNew or Outbound Notification.	to be organized by the interaction's subtype; for example,	
Attribute name: Interaction Type	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables data to be organize and Internal.	ed by the interaction's type—for example, Inbound, Outbound,	
Attribute name: Model	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables the organization of agent for predictive routing.	data by the name of the model that was used to score the	
Attribute name: Predictor	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables the organization of scoring for predictive routing.	data by the name of the predictor that was used to request	
Attribute name: Predictor Switch	Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing	
Description: Enables the organization of data based on whether predictive routing is ON or OFF.		
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Folder: Agent > State and Reason > Summarized State

There are no attributes in this folder