

## **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys CX Insights 9.0 Projects Reference Guide

### Table of Contents

About the Genesys CX Insights project  Agent folder  Agent metrics  Agent Attributes  Business Attribute folder  Business Attribute folder  Callback folder  Chat folder  Chat folder  Chat Bot folder  Co-browse folder  Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD IWD folder  Additional Resources	About Projects	
Agent Attributes 92  Billing Data folder  Business Attribute folder  Callback folder  Chat folder  Chat folder  Co-browse folder  Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD	About the Genesys CX Insights project	
Agent Attributes  Billing Data folder  Business Attribute folder  Callback folder  Chat folder  Chat folder  Co-browse folder  Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD  IWD folder	Agent folder	
Billing Data folder  Business Attribute folder  Callback folder  Chat folder  Chat Bot folder  Co-browse folder  Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  Time folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD  IWD folder	Agent metrics	4
Business Attribute folder Callback folder Chat folder Chat Bot folder Co-browse folder Designer folder Detail folder Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Agent Attributes	92
Callback folder Chat folder Chat Bot folder Co-browse folder Designer folder Detail folder Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Billing Data folder	
Chat folder Co-browse folder Designer folder Detail folder Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Business Attribute folder	
Chat Bot folder Co-browse folder Designer folder Detail folder Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Callback folder	
Co-browse folder  Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  Time folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD  IWD folder	Chat folder	
Designer folder  Detail folder  Outbound Contact folder  Predictive Routing folder  Queue folder  Service Objects folder  Time folder  User Data Call Survey folder  User Data Example folder  About the Genesys CX Insights project for IWD  IWD folder	Chat Bot folder	
Detail folder Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Co-browse folder	
Outbound Contact folder Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Designer folder	
Predictive Routing folder Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Detail folder	
Queue folder Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Outbound Contact folder	
Service Objects folder Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Predictive Routing folder	
Time folder User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Queue folder	
User Data Call Survey folder User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Service Objects folder	
User Data Example folder About the Genesys CX Insights project for IWD IWD folder	Time folder	
About the Genesys CX Insights project for IWD IWD folder	User Data Call Survey folder	
IWD folder	User Data Example folder	
	About the Genesys CX Insights project for IWD	
Additional Resources	IWD folder	
	Additional Resources	

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

- 1 Folder: Agent
- 2 Folder: Agent > Activity
- 3 Folder: Agent > Activity > Activity Call Survey
- 4 Folder: Agent > Activity > Activity User Data Example
- 5 Folder: Agent > Activity > Queue
- 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

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

- 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

- % 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

### Folder: Agent

Metric name: Start Date Ti	me Key	Folder: Agent
<b>Description:</b> 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 Metric type:		This metric is not used in any reports.

### Folder: Agent > Activity

Metric name: % Abandoned	l Inviting	Folder: Agent > Activity
resource, and subsequently abo	andoned while alerting/ringing at lies on the value of the short-aba	ontact center, were distributed to a an agent's DN. This count includes short- indoned threshold as configured in the
Calculation: Calculated based Offered Business Attribute metr		Used in:
Media type: Voice, Chat, Open (sync)  Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: % Transfer In	itiated	Folder: Agent > Activity
Agent Attribute: The percent blind) by this agent.	tage of accepted customer intera	es and filters in the report query: actions that were transferred (warm or r interactions that were transferred (warm
<b>Calculation:</b> Calculated based Accepted Activity metrics.	on the Transfer Initiated and	Used in:
Media type: All  Data type: Number  Metric type: Disposition		<ul> <li>Agent Group Business Attribute Report</li> <li>Agent Group Interaction Handling Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Task Dashboard</li> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> </ul>
Metric name: % Transfer Ro	eceived Accepted	Folder:

Agent > Activity

**Description:** The description of this metric 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 Transfer Initiated Agent and Accepted Agent Queue metrics.

Data type: Number Metric type: Disposition

Media type: All

#### Used in:

· Agent Group Interaction Handling Report

#### **Metric name: Abandoned Inviting**

#### Folder:

Agent > Activity

**Description:** The total number of times that interactions were abandoned/dropped while the interactions were alerting/ringing (for Agent, Group, or Agent and Queue, depending on GCXI Project attributes).

Calculation:

Media type: Voice, Chat,

Open (sync)

Data type: Number Metric type: Disposition Used in:

- Agent Conduct Report
- · Agent Performance Dashboard
- · Agent Report

#### **Metric name: Accepted**

#### 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 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:

Media type: All

Data type: Number Metric type: Disposition

- · Agent Activity
- · Agent Conduct Report
- 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 Wetric 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	Used in:
Data type: Number Metric type: Disposition	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.

Folder:

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

Data type: Number Metric type:

Description: This metric is not used in any reports.

Metric name: Agent - Queue Q Group Combination

Folder:

Agent > Activity

Metric name: Agent - Queue A Group Combination

**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 Disconnect First Folder: Agent > Activity

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

- 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 such information.

Calculation:	Used in:
Media type: Chat, Open (sync), Voice  Data type: Number Metric type: Disposition	<ul><li>Agent Conduct Report</li><li>Agent Performance Dashboard</li><li>Agent Report</li></ul>

## Metric name: Avg Actionability Score 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 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 AG2\_AGENT\_[\*].ACTIONABILITY divided by AG2\_AGENT\_[\*].ACTIONABILITY\_OFFERED, or AG2\_AGENT\_GRP\_[\*].ACTIONABILITY divided by AG2\_AGENT\_GRP\_[\*].ACTIONABILITY\_OFFERED

Media type: All

Data type: Number Metric type: Disposition

#### Used in:

• Agent Social Engagement Report

Metric name: Avg Conference Accepted Handle Ti Introduced: 100.0.027.0001	me Folder:  Agent > Activity	
<b>Description:</b> 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.		
<b>Calculation:</b> Calculated based on the Conference Accept Time and Conference Received Accepted metrics.	ed Used in:	
Media type: All  Data type: Number Metric type: Disposition	<ul><li>Agent Transfer Summary Report</li><li>Transfer Dashboard</li></ul>	

## 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.

<b>Calculation:</b> Calculated based on the Consult Initiated Time and Consult Initiated Activity metrics.	Used in:
Media type: All (except Chat)  Data type: Number Metric type: Disposition	<ul><li>Agent Performance Dashboard</li><li>Agent Report</li><li>Agent Utilization Report</li></ul>

Metric name: Avg Consult Received 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
  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.

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 Time and Consult Received Accepted Warm Activity metrics.

Media type: Voice

Data type: Number Metric type: Disposition

#### Used in:

- · Agent Performance Dashboard
- · Agent Report
- · Agent Utilization Report

#### Metric name: Avg Consult Received Warm Wrap Time

#### Folder:

Agent > Activity

**Discontinued:** 9.0

**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: Dispostion

#### Used in:

- · Agent Performance Dashboard
- Agent Report
- · Agent 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.

#### Used in:

· Agent Performance Dashboard

Agent Report

· Agent Utilization Report

Media type: Voice

Data type: Number Metric type: Disposition

#### **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 Engage Time divided by Accepted Agent metrics.

#### Used in:

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

Media type: All

Data type: Number Metric type: Disposition

	<ul><li> Task Routing Agent Activity</li><li> Task Routing Agent Group Activity</li></ul>
--	---

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

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

<b>Calculation:</b> Calculated as Han of Accepted Interactions and Re	Used in:
	Agent Activity
	Agent Conduct Report
	<ul> <li>Agent Group Business Attribute Report</li> </ul>
	<ul> <li>Agent Group Interaction Handling Report</li> </ul>
	Agent Interaction Hierarchy Report
Media type: All	Agent Outbound Campaign Report
Data type: Number	<ul> <li>Agent Performance Dashboard</li> </ul>
Metric type: Disposition	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).

<b>Calculation:</b> Calculated based on the Hold and Hold Time Activity metrics.	Used in:
Media type: Voice  Data type: Number  Metric type: Disposition	<ul> <li>Agent Activity</li> <li>Agent Group Business Attribute Report</li> <li>Agent Group Interaction Handling Report</li> <li>Agent Outbound Campaign Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Task Dashboard</li> <li>Agent Utilization Report</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> </ul>
Metric name: Avg Influence Score	Folder: Agent > Activity

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

Agent Attribute: The average score representing the clout amassed on social networks for interactions handled by this agent. Agent Group Attribute: The average score representing the clout amassed on social networks for interactions handled by agents belonging to this agent group. The average considers only those interactions for which an actionability score was assigned.

Calculation:	Harat Co.
Media type: All	Used in:
Data type: Number Metric type: Disposition	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 on the Invite Time and Invite Business Attribute metrics.

Media type: All

Data type: Number Metric type: Disposition

#### Used in:

This metric is not used in any reports.

#### Metric name: Avg Revenue

#### Folder:

Agent > Activity

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

- Agent Attribute: The average amount of revenue that is generated for interactions handled by this
  agent.
- Agent Group Attribute: The average amount of revenue that is generated for interactions handled by agents of this agent group.

The average considers only those interactions for which revenue was generated.

**Calculation:** Calculated based on the Revenue and Offered with Revenue Activity metrics.

......

**Data type:** Number **Metric type:** Dispotion

Media type: All

#### Used in:

- Agent Activity
- Task Routing Agent Activity
- Task Routing Agent Group Activity

#### **Metric name: Avg Satisfaction**

#### 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.

The tally considers only those interactions for which customer satisfaction was recorded.

Calculation: Calculated based on the Satisfaction and

Offered with Satisfaction Activity metrics.

Media type: All

#### Used in:

Agent Activity

Data type: Number Metric type: Disposition

- · Task Routing Agent Activity
- Task Routing Agent Group Activity

#### Metric name: Avg Sentiment Score

#### Folder:

Agent > Activity

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

Agent Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by this agent. Agent Group Attribute: The average score reflecting the attitude expressed by customers for interactions that were handled by agents belonging to this agent group. The average considers only those interactions 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 Accepted Handle Time

Introduced: 100.0.027.0001

#### Folder:

Agent > Activity

**Description:** Average Handle Time for interactions that arrived by transfer and were handled during the reporting interval. This metric includes only the time spent by the receiving agent, and includes both HOLD and ENGAGE times.

**Calculation:** Calculated based on the Transfer Accepted Time and Transfer Received Accepted metrics.

Media type: All

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

#### Used in:

- Agent Transfer Summary Report
- · Transfer Dashboard

#### Metric name: Avg Transfer Initiated Handle Time

Introduced: 100.0.027.0001

#### Folder:

Agent > Activity

**Description:** Average amount of time that the agent spent handling customer interactions that the agent later transferred, during the reporting interval.

**Calculation:** Calculated based on the Transfer Initiated Time and Transfer Initiated Agent metrics.

and fransier initiated Agent metrics

Data type: Number Metric type: Disposition

Media type: All

### Used in:

- Agent Transfer Summary Report
- Transfer Dashboard

#### **Metric name: Avg Wrap Time**

#### Folder:

Agent > Activity

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

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

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

Metric name: Conference A Introduced: 100.0.027.0001	ccepted Time	Folder: Agent > Activity
<b>Description:</b> The amount of time that agent spent in conference interactions. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.		
Calculation:		
Media type: All (except Email)  Data type: Number Metric type: Disposition		<b>Used in:</b> This metric is not used in any reports.

Metric name: Conference Introduced: 100.0.027.0001	nitiated	Folder: Agent > Activity		
	<b>Description:</b> Total number of times that this Agent, Agent Group, or Agent and Queue, (depending on the relevant GCXI Project attributes for this metric) successfully initiated conferences for received customer interactions			
Calculation:		Used in:		
Media type: All (except Email)		Agent Transfer Summary Report		
Data type: Number Metric type: Disposition		<ul><li>Agent Utilization Report</li><li>Transfer Dashboard</li></ul>		
Metric name: Conference C	Offered	Folder:		
Introduced: 100.0.027.0001		Agent > Activity		
<b>Description:</b> 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	Received Accepted	Folder:		
		Agent > Activity		
<b>Description:</b> The description of this metric varies according to the attributes and filters in the report query:				
<ul> <li>Agent Attribute: The total number of times that this agent joined conferences to participate in customer interactions.</li> </ul>				
<ul> <li>Agent Group Attribute: The total number of times that agents from this agent group joined conferences to participate in customer interactions.</li> </ul>				
Calculation:				
Media type: All (except		Used in:		
Email)		Agent Utilization Report		
Data type: Number Metric type: Disposition				
		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	<ul><li>Agent Conduct Report</li><li>Agent Report</li><li>Agent Utilization Report</li></ul>

#### 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 the relevant GCXI Project attributes for this metric) during the reporting interval.

Media type:       • Agent Transfer Summary Report         Data type:       • Transfer Dashboard	Calculation:	Used in:
	Media type:	Agent Transfer Summary Report
		Transfer Dashboard

## Metric name: Consult Received Accepted 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 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)	Agent Group Business Attribute Report
Data type: Number Metric type: Disposition	<ul><li>Agent Interval Based Report</li><li>Agent Utilization Report</li></ul>

## 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:	Head in	
Media type: Voice  Data type: Number Metric type: Disposition	<ul><li>Used in:</li><li>Agent Utilization Report</li></ul>	
	Faldon	

# 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.

#### Folder: Metric name: Consult Received Time 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

Media type: All (except

Chat)

Data type: Number Metric type: Disposition

#### Used in:

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

#### Metric name: Consult Received Warm Hold

#### Folder:

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

## Metric name: Consult Received Warm Time Folder: 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 sum of AG2\_AGENT\_[\*].CONSULT\_RCV\_WARM\_ENGAGE\_TIME and AG2\_AGENT\_[\*].CONSULT\_RCV\_WARM\_HOLD\_TIME, or AG2\_AGENT\_GRP\_[\*].CONSULT\_RCV\_WARM\_ENGAGE\_TIME and AG2\_AGENT\_GRP\_[\*].CONSULT\_RCV\_WARM\_HOLD\_TIME

Media type: Voice

#### Used in:

- · Agent Performance Dashboard
- · Agent Report

Metric name: Consult Received Warm Wrap

Folder:

Agent > Activity

**Discontinued: 9.0** 

Data type: Number Metric type: Disposition

**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  Discontinued: 9.0	Wrap Time Folder:  Agent > Activity
<b>Description:</b> This metric is no longer popula	ited.
Calculation:	Used in:
Media type: Voice  Data type: Number Metric type: Dispostion	<ul><li>Agent Performance Dashboard</li><li>Agent Report</li></ul>

Metric name: Consult Received Wrap

Folder:

Agent > Activity

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

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

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

Metric name: Consult Received Wrap Time

Folder:

Agent > Activity

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

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

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

Calculation:	Used in:
Media type: Voice  Data type: Number Metric type: Disposition	<ul><li>Agent Performance Dashboard</li><li>Agent Report</li></ul>

#### **Metric name: Consult Responses**

#### Folder:

Agent > Activity

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

- Agent Attribute: For email, the total number of collaboration replies that were initiated by this agent. For voice, this metric is the same as Agent > Activity > Consult 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)  Data type: Number Metric type: Disposition	<ul><li>Used in:</li><li>Agent Utilization Report</li></ul>

Metric name: Engage
Introduced: 100.0.029.0000

Agent > Activity

**Description:** The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Engage Time

Folder:

Agent > Activity

**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	<ul> <li>Agent Group Business Attribute Report</li> <li>Agent Interaction State</li> <li>Agent Interval Based Report</li> <li>Agent Outbound Campaign Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>
Metric name: Focus	Folder:

Agent > Activity

**Description:** The total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time.

Calculation:

Media type:

Data type: Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Focus Time

Folder:

Agent > Activity

**Description:** The total amount of time that this agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop.

Calculation:

Media type:
Data type: Metric type: Disposition

Used in:
This metric is not used in any reports.

Metric name: 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 hierarchy. Calculation: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Folder: Metric name: Handle Time Agent > Activity **Description:** The total amount of time that agents who belong to this agent group spent handling interactions that the agents received. Handle time is measured as the sum of engagement time (for example, talk time), hold time, ACW (Wrap) time, all consult time for interactions that the agent received, and all ACW time for consultations the agent received. Some of these components return zero values for some media types. Calculation: Calculated based on the 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 Report Media type: All · Agent Performance Dashboard Data type: Number Metric type: Disposition · Agent Report Folder: **Metric name: Hold** Agent > Activity **Description:** The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold. **Calculation:** Used in: · Agent Interval Based Report Media type: Voice · Agent Performance Dashboard Data type: Number Agent Report Metric type: Disposition · Agent Utilization Report Folder: **Metric name: Hold Time** Agent > Activity **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:

<ul> <li>Agent Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>	Media type: Voice  Data type: Number Metric type: Disposition	<ul> <li>Agent Interval Based Report</li> <li>Agent Outbound Campaign Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> </ul>
---	---	--

# Metric name: Influence Score Folder: Agent > Activity

**Description:** The total score that represents the customer's clout that has amassed on social networks for customer interactions that were handled by this agent (or by agents who are members of this agent group).

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

**Description:** The total number of customer interactions that alerted or rang at this agent (or at agents who belong to this agent group) before the interactions were accepted plus the total number of dials that agents performed, where the calls were successfully established.

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.

Metric name: Invite Time	Folder:
	Agent > Activity

**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	<ul> <li>Agent Interaction State</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>

#### 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	Agent Performance Dashboard
Data type: Number	Agent Report
Metric type: Disposition	Agent 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

		<ul> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Predictive Routing Agent Dashboard</li> <li>Predictive Routing Agent Occupancy Report (Active Time and Predictive)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> </ul>
Metric name: Offered with	Actionability	Folder: Agent > Activity
	of customer interactions that we ), for which actionability scores w	ere offered to this agent, (or to agents vere 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
	of customer interactions that we ), for which customer-influence s	ere offered to this agent (or by agents cores 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	Revenue	Folder: Agent > Activity
Description: The total number	of customer interactions that er	ntered or began within the contact center,
were handled by this agent (or	by agents who belong to this age	ent group), and had associated revenue.
were handled by this agent (or Calculation:	by agents who belong to this age	
were handled by this agent (or	by agents who belong to this age	Used in:

Metric name: Offered with Satisfaction	Folder: Agent > Activity
<b>Description:</b> The total number of customer interactions han with this agent group) for which customer-satisfaction scores	
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
<b>Description:</b> The total number of customer interactions han with this agent group) for which sentiment scores were record	
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 interabelongs to this agent group) and were not accepted.	Agent > Activity
<b>Description:</b> The total number of times that customer intera	Agent > Activity
<b>Description:</b> The total number of times that customer interabelongs to this agent group) and were not accepted.	Agent > Activity actions alerted at this agent (or an agent that
<b>Description:</b> The total number of times that customer interabelongs to this agent group) and were not accepted.	Agent > Activity  actions alerted at this agent (or an agent that  Used in:  Agent Conduct Report
<b>Description:</b> The total number of times that customer interabelongs to this agent group) and were not accepted.	Agent > Activity actions alerted at this agent (or an agent that  Used in:
Description: The total number of times that customer interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number	Agent > Activity  actions 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 interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All	Agent > Activity  Actions 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 interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number	Agent > Activity  actions 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 interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number	Agent > Activity  Actions 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 interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number	Agent > Activity  actions 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
Description: The total number of times that customer interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number	Agent > Activity  actions 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 interabelongs to this agent group) and were not accepted.  Calculation:  Media type: All  Data type: Number Metric type: Disposition	Agent > Activity  actions 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:	Hard Co.
Media type: All	Used in:
Data type: Number Metric type: Disposition	Agent Interaction Hierarchy Report

Metric name: Responses

Folder:

Agent > Activity

**Description:** For voice and chat media, this metric represents the total number of times that customer interactions or warm consultations were accepted by this agent or by an agent in this group.

For email, this metric represents the total number of times that the agent prepared an outbound reply. For voice media, this metric is identical to Activity\Accepted; it returns positive values when agents initiate calls.

Calculation:	Used in:
Media type: All  Data type: Number Metric type: Disposition	<ul> <li>Agent Conduct Report</li> <li>Agent Group Business Attribute Report</li> <li>Agent Group Interaction Handling Report</li> <li>Agent Interaction Hierarchy Report</li> <li>Agent Utilization Report</li> </ul>

Metric name: Revenue Folder:

Agent > Activity

**Description:** The total revenue that is generated during the interval by customer interactions handled by agents who belong to this agent group.

Calculation:	Used in:
Media type: All  Data type: Number	Agent Group Business Attribute     Depart
Metric type: Disposition	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.

Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Sentiment So	core	Folder: Agent > Activity
	eflecting the attitude expressed bents belonging to this agent grou	by customers for interactions that were p.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Short		Folder: Agent > Activity
		ons were accepted by this agent (or by , transferred, or stopped within the short-
Calculation:		Used in:
Media type: All  Data type: Number Metric type: Disposition		Agent Conduct Report
Metric name: Start Date Ti	me Kev	Folder:
		Agent > Activity
<b>Description:</b> This metric is restricted the AG2_AGENT, AG2_AGENT_G	erved for internal use to employ GRP, or AG2_AGENT_QUEUE hiera	a key for a particular date and time from rchies.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Transfer Acce	epted Cold	Folder:
Metric name: Transfer Acce Introduced: 100.0.027.0001	epted Cold	Folder: 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 difference between the Transfer Received Accepted and Transfer Received Accepted Used in: Warm metrics. Agent Transfer Summary Report Media type: All · Transfer Dashboard Data type: Number Metric type: Disposition **Metric name: Transfer Accepted Time** Folder: Introduced: 100.0.027.0001 Agent > Activity **Description:** Total number of seconds spent handling customer interactions following transfer. The count includes both HOLD and ENGAGE times. Calculation: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition **Metric name: Transfer Accepted Warm** Folder: Introduced: 100.0.027.0001 Agent > Activity **Description:** The total number of times that customer interactions were successfully warm transferred and accepted by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval. Calculation: Used in: Media type: All • Agent Transfer Summary Report Data type: Number · Transfer Dashboard Metric type: Disposition Folder: **Metric name: Transfer Initiated Agent** Agent > Activity Description: The total number of times that this agent (or an agent from this queue) transferred customer interactions. Both warm and blind transfers are reflected in this metric. **Calculation:** Used in: Media type: All · Agent Group Business Attribute Report Data type: Number

Metric type: Disposition		<ul> <li>Agent Group Interaction Handling Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Task Dashboard</li> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> <li>Transfer Dashboard</li> </ul>
Metric name: Transfer Initia	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.
<b>Calculation:</b> Calculated as the Transfer Initiated Agent and Tra		Used in:
metrics.	note: minuted rigent warm	
Media type: All		Agent Transfer Summary Report
Data type: Number Metric type: Disposition		Transfer Dashboard
Figure types bisposition		
Metric name: Transfer Initia	ated Agent Warm	Folder:
Introduced: 100.0.027.0001		Agent > Activity
	varm 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		Transfer Dashboard
Metric type: Disposition		- Hallster Dashboard
Metric name: Transfer Initia	ated Time	Folder:
Metric name: Transfer Initial Introduced: 100.0.027.0001	ated Time	Folder: 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\_\*.XFER\_INITIATED\_ENGAGE\_TIME + XFER INITIATED HOLD TIME Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition **Metric name: Transfer Offered** Folder: Introduced: 100.0.027.0001 Agent > Activity **Description:** Total number of times that customer interactions were arrived by transfer and were offered (for this Agent or Agent Group, depending on the relevant GCXI Project attributes for this metric). **Calculation:** Used in: Media type: All • Agent Transfer Summary Report Data type: Number · Transfer Dashboard Metric type: Disposition Folder: **Metric name: Transfer Received Accepted** Agent > Activity **Description:** The total number of times that this agent (or an agent who belongs to this agent group) received customer interactions that were successfully transferred to the agents. Both warm and blind transfers are reflected in this metric. Calculation: Used in: Media type: All Agent Group Interaction Handling Data type: Number Report Metric type: Disposition Folder: Metric name: Wrap Agent > Activity **Description:** The total number of times that this agent (or an agent from this group) was in ACW (Wrap) state for customer interactions that the agent received. This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked. **Calculation:** Used in:

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

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
<b>Description:</b> The percentage of interactions that entered this queue, were distributed to a resource, and were subsequently abandoned while they were alerting/ringing at an agent's DN to the total number of interactions that entered this queue and were subsequently offered to a resource.  This metric relies on the value of the <b>short-abandoned threshold</b> as configured in the <b>[agg-gim-thld-QUEUE-IXN]</b> section.	
Calculation: Calculated based on the (Agent > Activity >	Used in:

Queue) Abandoned Inviting and Offered metrics. Media type: Voice, Chat, Open (sync) This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: % Accepted 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. For voice media, this metric is identical to Activity\Responses. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: % Transfer Initiated Agent > Activity > Queue **Description:** The percentage of accepted customer interactions 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. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: % Transfer Initiated Agent** Agent > Activity > Queue Description: The percentage of customer interactions that entered this queue, were distributed, were accepted, and subsequently were transferred (warm or blind) by agents to the total number of interactions that entered this queue and were distributed and accepted by agents. Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Initiated Agent and Accepted Agent metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition

Metric name: % Transfer Re	·	Folder: Agent > Activity > Queue
(warm or blind) to this agent.	of accepted customer interactions	s that were successfully transferred
Calculation: Calculated based Queue) Transfer Received Accel Media type: All Data type: Number Metric type: Disposition		<b>Used in:</b> This metric is not used in any reports.
Metric name: Abandoned In	nviting	<b>Folder:</b> Agent > Activity > Queue
		ons that were distributed or pulled from e interactions were alerting at this agent.
Calculation:		
<b>Media type:</b> Voice, Chat, Open (sync)		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Accepted		Folder: Agent > Activity > Queue
	of times that customer interacti e accepted, answered, pulled, or	ons or warm consultations that were initiated by this agent.
For voice media, this metric is identical	to Activity\Responses.	
Calculation:		Used in:
Media type: All		<ul> <li>Agent Group Queue Business Attribute Report</li> </ul>
Data type: Number Metric type: Disposition		Agent Queue Report
Metric name: Accepted Oth	ners	Folder: Agent > Activity > Queue
	of interactions that were distributed, or pulled by a resource other	uted from this agent queue, and than an agent, place DN, or extension
		Used in:

Queue) Accepted and Accepted	Agent Queue metrics.	
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: Accepted Thr	read	Folder:
		Agent > Activity > Queue
<b>Description:</b> The total number from this queue for the first time		that were accepted, pulled, or initiated
This metric includes an agent's first parthe same values as the metric Accepte		interactions, and, for media other than email, yields
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Accepted Uni	aue	Folder:
		Agent > Activity > Queue
<b>Description:</b> The total number initiated, or pulled by this agen		distributed by this queue and accepted,
This metric includes an agent's first par	rticipation in outbound replies to inbound	interactions.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Actionability		Agent > Activity > Queue
	assigned 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 parthe same values as the metric Accepte		interactions, and, for media other than email, yields
Calculation:		
Calculation: Media type: All		Used in:

#### Folder: **Metric name: Agent Disconnect First** 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 Used in: (svnc). Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Actionability Score Agent > Activity > Queue **Description:** The average score, assigned to interactions that were distributed from this queue and handled by this agent, measuring the degree to which interactions required agent attention. The average considers only those interactions for which an Actionability Score was assigned. Calculation: Calculated as AG2\_AGENT\_QUEUE\_[\*].ACTIONABILITY divided by AG2\_AGENT\_QUEUE\_[\*].ACTIONABILITY\_OFFERED. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Initiated Time 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 gueue and were associated with customer interactions. **Calculation:** Calculated based on the (Activity > Queue) Consult Initiated Time and Consult Initiated metrics. 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 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 (Activity > Queue) the Consult Received Time and Consult Received Accepted metrics. Used in: Media type: All (except This metric is not used in any reports. Chat) Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Received Warm Time Agent > Activity > Queue Description: The average amount of time that this agent was engaged as a recipient in collaborations or consultations, including related hold durations, where the collaborations/consultations were distributed or pulled from this queue and associated with customer interactions. This metric is attributed to the interval in which the consult interaction is offered to the receiving agent. This metric excludes alert (ring) and ACW (Wrap) durations associated with the consult interactions. **Calculation:** Calculated based on the (Activity > Queue) Consult Received Warm Time and Consult Received Accepted 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 Received Warm Wrap Time Folder: Agent > Activity > Queue Discontinued: 9.0 **Description:** This metric is no longer populated. **Calculation:** Calculated based on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap metrics. Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Avg Consult Received Wrap Time Agent > Activity > Queue

**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 on the (Activity > Queue) Consult Received Wrap Time and Consult Received Wrap 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 that were distributed or pulled from this queue, the average amount of time that this agent was engaged with customers. **Calculation:** Calculated based on the (Activity > Queue) Engage Time and Accepted metrics. Used in: Media type: All · Agent Queue Report Data type: Number Metric type: Disposition Folder: Metric name: Avg Handle Time 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 gueue. **Calculation:** Calculated as (Activity > Queue) Handle Time divided by the sum of Accepted Interactions and Received Used in: Consultations. Media type: All · Agent Queue Report Data type: Number Metric type: Disposition Folder: Metric name: Avg Hold Time Agent > Activity > Queue

**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 on the (Activity > Queue) Hold

and Hold Time metrics.

Media type: All

Data type: Number Metric type: Disposition

#### Used in:

· Agent Queue Report

#### **Metric name: Avg Influence Score**

#### Folder:

Agent > Activity > Queue

**Description:** The average score representing the clout amassed on social networks for interactions that were distributed from this queue and handled by this agent.

The average considers only those interactions for which an actionability score was assigned.

Calculation: Calculated as

AG2\_AGENT\_QUEUE\_[\*].INFLUENCE divided by AG2\_AGENT\_QUEUE [\*].INFLUENCE OFFERED.

Media type: All

Data type: Number Metric type: Disposition

#### Used in:

This metric is not used in any reports.

#### Metric name: Avg Invite Time

#### Folder:

Agent > Activity > Queue

**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:

This metric is not used in any reports.

Media type: All

Data type: Number

Metric type: Disposition

**Metric name: Avg Revenue** 

Folder:

Agent > Activity > Queue

Description: The average amount of revenue that is generated for interactions distributed from this

queue and handled by this agent. The average considers only those interactions for which revenue was generated. **Calculation:** Calculated based on the (Activity > Queue) Revenue and Offered with Revenue metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Avg Satisfaction** Agent > Activity > Queue Description: The average customer-satisfaction score of interactions distributed from this queue and handled by this agent. The tally considers only those interactions for which customer satisfaction was recorded. **Calculation:** Calculated based on the (Activity > Queue) Satisfaction and Offered with Satisfaction metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Avg Sentiment Score** Agent > Activity > Queue **Description:** The average score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent. The average considers only those interactions for which a sentiment score was assigned. Calculation: Calculated as: AG2\_AGENT\_QUEUE\_[\*].SENTIMENT divided by Used in: AG2 AGENT QUEUE [\*]. SENTIMENT OFFERED Media type: All Agent Social Engagement Report Data type: Number Metric type: Disposition Folder: Metric name: Avg Wrap Time Agent > Activity > Queue **Description:** The average amount of time that this agent spent on customer interactions while in ACW (Wrap) state, where the interactions were distributed from this queue.

Used in:

**Calculation:** 

Media type: Voice  Data type: Number Metric type: Disposition		Agent Queue Report
Metric name: Conference I	uitinto d	Folder:
Metric name: Conference in	nitiated	Agent > Activity > Queue
		d conferences for customer interactions I or pulled from this queue and, where the
The count includes the number of estal	blished conferences that were initiated fo	or transferred interactions that the agent received.
Calculation:		
Media type: All (Except		Used in:
email)  Data type: Number  Metric type: Disposition		This metric is not used in any reports.
Metric type: Disposition		
		Folder:
Metric name: Conference R	Received Accepted	
		Agent > Activity > Queue
<b>Description:</b> The total number that were distributed or pulled		conferences to participate in interactions
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Consult Initia	nted	Folder:
		Agent > Activity > Queue
		d requests for collaboration or simple lished and associated with customer
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 Initia	nted 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 Used in: Chat) This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Consult Received Accepted** Agent > Activity > Queue **Description:** The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Folder: **Metric name: Consult Received Accepted Warm** Agent > Activity > Queue **Description:** The total number of times that this agent participated in consultations that the agent received, where the consultations were distributed or pulled from this queue, associated with customer interactions, and transferred to or conferenced with the agent. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Consult Received Hold Agent > Activity > Queue **Description:** 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 and were distributed from this queue. **Calculation:** Used in: Media type: Voice This metric is not used in any reports. Data type: Number

Metric type: Disposition

Metric name: Consult Received Time

#### Folder:

Agent > Activity > Queue

**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 in which this agent was offered the collaboration/consultation request distributed from this queue.

Calculation: Calculated as the sum of

AG2\_AGENT\_QUEUE\_[\*].CONSULT\_RECEIVED\_ENGAGE\_TIME and AG2\_AGENT\_QUEUE [\*].CONSULT\_RECEIVED\_HOLD\_TIME

Media type: All (except

Chat)

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

#### Used in:

This metric is not used in any reports.

Metric name: Consult Received Warm Hold

#### Folder:

Agent > Activity > Queue

**Description:** The total number of consultations distributed from this queue 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.

**Calculation:** 

Media type: Voice

Data type: Number

Metric type: Disposition

#### Used in:

This metric is not used in any reports.

Metric name: Consult Received Warm Time

#### Folder:

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.

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

Calculation: Calculated as the sum of

#### Used in:

This metric is not used in any reports.

Media type: Voice

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

## **Description:** The total amount of time that this agent spent in ACW state after simple consultations that the agent accepted, where the consultations were distributed from this queue and were associated with customer calls.

Folder:

Agent > Activity > Queue

**Metric name: Consult Received Wrap Time** 

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 This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Consult Responses** Agent > Activity > Queue **Description:** For email, the total number of collaboration replies that were initiated by this agent for customer interactions that were distributed from this queue. For voice, this metric is the same as Agent > Activity > Consult Received Accepted. **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 Description: The number of times that agents were engaged with a customer during the reporting period. This metric is useful in calculating custom values such as Average Handle Time. **Calculation:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Engage Time** 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

Data type: Number · Agent Queue Report Metric type: Disposition Folder: **Metric name: Focus** Agent > Activity > Queue **Description:** Total number of times that the agent was in the focus state while working on media sessions. Includes only cases where the agent was actively working on the interaction that is the subject of the IRF, and requires WDE is configured to report focus time. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Disposition Folder: **Metric name: Focus Time** Agent > Activity > Queue **Description:** The total time that the agent spent in the focus state while working on media sessions. Includes only time that the agent spent actively processing the interaction, as reported by the agent desktop. **Calculation:** Used in: Media type: This metric is not used in any reports. Data type: Metric type: Disposition Folder: **Metric name: Handle Time** 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) Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time metrics. Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Hold Agent > Activity > Queue Description: The total number of times within the interval that this agent had customer calls (that were

distributed from this queue) on	hold.	
Calculation:		
Media type: Voice		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
Metric name: Hold Time		Folder: Agent > Activity > Queue
		er interactions distributed from this queue nether they were placed on hold once or
Calculation:		Used in:
Media type: Voice		osed in:
Data type: Number Metric type: Disposition		Agent Queue Report
Metric name: Influence Sco	ore	Folder: Agent > Activity > Queue
	nat represents the customer cloud e distributed from this queue and	t that has amassed on social networks for I handled by this agent.
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Disposition		This metric is not used in any reports.
		Folder:
Metric name: Invite		Agent > Activity > Queue
<b>Description:</b> 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 occurred. The dialing component of this metric applies to voice media only.		
	in which the alerting/dialing first occurred	a. The dialing component of this metric applies to
	in which the alerting/dialing first occurred	
voice media only.	in which the alerting/dialing first occurred	Used in:
voice media only.  Calculation:	in which the alerting/dialing first occurred	

#### **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

Data type: Number Metric type: Disposition

#### Used in:

This metric is not used in any reports.

#### **Metric name: Not Accepted**

#### Folder:

Agent > Activity > Queue

**Description:** The total number of times that customer interactions, that were distributed from this queue were redirected to another resource upon no answer by this agent or were otherwise not accepted by the agent.

This metric includes interactions that the customer abandoned while they were alerting at the agent.

#### **Calculation:**

Media type: All

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

#### Used in:

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:**

Media type: All

Data type: Number Metric type: Disposition

#### Used in:

 Agent Group Queue Business Attribute Report

#### Folder:

Metric name: Offered with Actionability	Agent > Activity > Queue
<b>Description:</b> The total number of customer interactions that we from this queue, for which actionability scores were recorded.	vere offered to this agent and distributed
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
<b>Description:</b> The total number of customer interactions that w 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.
Motric name Offered with Povenue	Folder:
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,
<b>Description:</b> The total number of customer interactions that e	Agent > Activity > Queue entered or began within the contact center, were handled by this agent.
<b>Description:</b> 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,
<b>Description:</b> The total number of customer interactions that e were distributed from this queue, had associated revenue, and <b>Calculation:</b>	Agent > Activity > Queue entered or began within the contact center, were handled by this agent.
Description: The total number of customer interactions that e were 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 e were 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 e 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 e were distributed from this queue, had associated revenue, and Calculation:  Media type: All Data type: Number Metric type: Disposition	Agent > Activity > Queue  Intered 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 e were 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 were distributed from this queue, had associated revenue, and calculation:	Agent > Activity > Queue  Intered 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 ere recorded.
Description: The total number of customer interactions that evere 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 were series.	Agent > Activity > Queue  Intered 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 e were 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  Intered 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 ere recorded.

Folder: Metric name: Offered with Sentiment 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: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Rejected** Agent > Activity > Queue **Description:** The total number of times that customer interactions were distributed from this queue, alerted at this agent, and were not accepted. Calculation: Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: Metric name: Responded Unique Agent > Activity > Queue **Description:** The total number of first-time outbound replies in which this agent participated in response to customer interactions distributed from this queue. 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:** Used in: Media type: All This metric is not used in any reports. Data type: Number Metric type: Disposition Folder: **Metric name: Responses** Agent > Activity > Queue **Description:** For interactions distributed from this queue, this metric represents: • For voice and chat media, this metric represents the total number of times that customer interactions

or warm consultations were accepted by this agent. For voice media, this metric is identical to

Activity\Accepted; it returns positive values when agents initiate calls.

• 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 Metric type: Disposition	This metric is not used in any reports.	
	F-11	
Metric name: Revenue	Folder:	
	Agent > Activity > Queue	
<b>Description:</b> The total revenue that is generated duri 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.	
Metric name: Satisfaction	Folder:	
	Agent > Activity > Queue	
<b>Description:</b> The sum of numerical scores of custome interactions that were distributed from this queue and		
Calculation:		
Media type: All	Used in:	
Data type: Number Metric type: Disposition	This metric is not used in any reports.	
	Folder:	
Metric name: Sentiment Score	1 010011	
	Agent > Activity > Queue	
<b>Description:</b> The total score reflecting the attitude ex 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.	
Matria name Chart	Folder:	
Metric name: Short	Agent > Activity > Queue	
	Agence Activity - Quede	

**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: Transfer Initiated Agent

Folder:

Agent > Activity > Queue

**Description:** The total number of times that this agent transferred customer interactions that were distributed by this queue. Both warm and blind transfers are reflected in this metric.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

Agent Group Queue Business Attribute Report

Metric name: Transfer Received Accepted

Folder:

Agent > Activity > Queue

**Description:** The total number of times that agents received customer interactions from this queue that were successfully transferred to the agents.

Both warm and blind transfers are reflected in this metric.

Calculation:

Media type: All

Data type: Number Metric type: Disposition

Used in:

Agent Group Queue Business Attribute Report

Metric name: Wrap Folder:

Agent > Activity > Queue

**Description:** The total number of times that this agent was in ACW state for customer interactions that the agent received from this queue.

This metric is attributed to the interval in which the agent was offered the interactions for which ACW was invoked.

**Calculation:** 

Media type: Voice

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

Used in:

This metric is not used in any reports.

Metric name: Wrap Time Folder:

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 interaction for which ACW was invoked.

Calculation:

Media type: Voice

Data type: Number Metric type: Disposition Used in:

· 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	me Key	Folder: Agent > Detail > Ixn State
<b>Description:</b> This metric is resthe AG2_QUEUE or AG2_QUEUE		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 > Session

Metric name: Active Time	Folder:  Agent > Detail > Session
<b>Description:</b> The total amount of time that elapsed between the beginning and end of this agent's 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 th agent's session was still active when the data was compiled, the agent's session duration appears as in the reports.  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	<ul><li>Used in:</li><li>Agent Login-Logout Details Report</li></ul>
Metric name: Group Combination Detail Session	Folder: Agent > Detail > Session
<b>Description:</b> This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_SESSION_FACT table.	
Calculation: Media type: All	Used in:

Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Start DateTir	me Key	Folder: Agent > Detail > Session
<b>Description:</b> This metric is restricted the SM_RES_STATE_FACT table.		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
<b>Description:</b> The difference be	etween the beginning and end of	the agent's interaction-related state.
Calculation:		Used in:
Media type: All		osea III.
Data type: Number Metric type: Detail		Agent State Details Report
<b>Metric name: Reason Time</b>		Folder:
		Agent > Detail > State
<b>Description:</b> 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-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.		
Calculation:		Hand to
Media type: All		Used 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
<b>Description:</b> This metric is res the RESOURCE_GROUP_FACT hi		a key for a particular date and time from
Calculation:		Used in:
Media type: All  Data type: Number  Metric type:		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	
<b>Description:</b> 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.		
<b>Calculation:</b> 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	<ul> <li>Agent Interval Based Report</li> <li>Agent Summary Activity Report (Interaction)</li> </ul>	
Makria nama 2/ Farana Tima	Folder:	
Metric name: % Engage Time	Agent > State and Reason > Interaction State	

<b>Description:</b> 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  Media type: All  Data type: Number Metric type: Interval		<ul> <li>Used in:</li> <li>Agent Interaction State</li> <li>Agent Interval Based Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>
Metric name: % Hold Time		Folder:  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
Calculation: Calculated based Hold Time and Summarized Sta	on the Interaction State >	Used in:  • Agent Interaction State
Media type: Voice  Data type: Number Metric type: Interval		<ul> <li>Agent Interval Based Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>
Metric name: % Invite Time		Folder: Agent > State and Reason > Interaction State
<b>Description:</b> The percentage of time that customer interactions spent in Invite Time relative to the total duration of the agent's active session within the interval.		
<b>Calculation:</b> Calculated based State and Active Time Summar		Used in:
Media type: All  Data type: Number  Metric type: Interval		<ul> <li>Agent Interaction State</li> <li>Agent Summary Activity Report (Interaction)</li> </ul>
Metric name: % Ixn Wrap T	ime	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 Used in: Interaction State and Active Time Summarized State metrics. Agent Interaction State Media type: Voice Agent Interval Based Report Data type: Number · Agent Summary Activity Report Metric type: Interval (Interaction) Folder: Metric name: % Not Ready In Time Agent > State and Reason > Interaction State **Description:** The percentage of time that this agent spent on customer interactions that were accepted within the interval while the agent was in the NotReady state, relative to the agent's total NotReady 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 · Agent Not Ready Report Data type: Number Metric type: Interval Folder: Metric name: % Not Ready Out Time 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 Used in: metrics. Media type: All · Agent Not Ready Report Data type: Number Metric type: Interval Folder: Metric name: % Wrap In Time Agent > State and Reason > 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 Used in: State and the Wrap Time Summarized State metrics.

Media type: Voice, Chat	
Data type: Number Metric type: Disposition	Agent Wrap Report

Metric name: % Wrap Out Time

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 on the Wrap Out Time Interaction State and the Wrap Time Summarized State metrics.

Media type: Voice

Data type: Number Metric type: Interval

Folder:

Agent > State and Reason > Interaction State agent spent on customer interactions that the agent dialed spent interaction State, relative to the DNs' total duration in the ACW summarized state within the interval

Used in:

• Agent Wrap Report

Metric name: Accepted	Folder:
	Agent > State and Reason > Interaction State

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

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

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

Calculation:	Used in:
	Agent Activity
	Agent Conduct Report
	<ul> <li>Agent Group Business Attribute Report</li> </ul>
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

<ul> <li>Agent Utilization Email Report</li> <li>Agent Utilization Report</li> <li>Predictive Routing Agent Dashboard</li> <li>Predictive Routing Agent Occupancy Report (Active Time &amp; Predictive)</li> <li>Survey Statistics Report</li> <li>Task Routing Agent Activity</li> <li>Task Routing Agent Group Activity</li> </ul>

Metric name: Accepted Eventual	lly	Folder:  Agent > State and Reason > Interaction State
<b>Description:</b> The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.		
Calculation:		
Media type: All		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.

Metric name: Consult Received Accepted	Folder:
	Agent > State and Reason > Interaction State

**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	<ul> <li>Agent Group Business Attribute Report</li> <li>Agent Interval Based Report</li> <li>Agent Utilization Report</li> </ul>
	Folder:

## Metric name: Consult Received Time Folder: Agent > State and Reason > Interaction State

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

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

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

# **Calculation:** Calculated as the sum of AG2\_AGENT\_[\*].CONSULT\_RECEIVED\_ENGAGE\_TIME and AG2\_AGENT\_[\*].CONSULT\_RECEIVED\_HOLD\_TIME, or AG2\_AGENT\_GRP\_[\*].CONSULT\_RECEIVED\_ENGAGE\_TIME and AG2\_AGENT\_GRP\_[\*].CONSULT\_RECEIVED\_HOLD\_TIME

#### Media type: All (except

Chat)

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

#### Used in:

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

#### **Metric name: Consult Received Wrap 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 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	<ul><li>Agent Performance Dashboard</li><li>Agent Report</li></ul>

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	<ul> <li>Agent Group Business Attribute Report</li> <li>Agent Interaction State</li> <li>Agent Interval Based Report</li> <li>Agent Outbound Campaign Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>		
Metric name: Group Combination	Folder:  Agent > State and Reason > Interaction State		
<b>Description:</b> This metric is reserved for internal use to employ a key for a particular resource-group combination from the SM_RES_STATE_FACT table.			
Calculation:			
Media type: All  Data type: Number  Metric type:	Used in:  This metric is not used in any reports.		
Metric name: Hold	Folder:  Agent > State and Reason > Interaction State		
<b>Description:</b> The total number of times within the interval that this agent (or agents in this agent group) had customer calls on hold.			
Calculation:	Used in:		
Media type: Voice  Data type: Number	<ul><li>Agent Interval Based Report</li><li>Agent Performance Dashboard</li></ul>		

• Agent Report

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

		Agent Utilization Report	
Metric name: Hold Time		Folder: Agent > State and Reason > Interaction State	
<b>Description:</b> 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		<ul> <li>Agent Group Business Attribute Report</li> <li>Agent Interval Based Report</li> <li>Agent Outbound Campaign Report</li> <li>Agent Performance Dashboard</li> <li>Agent Report</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>	
Metric name: Invite Time		Folder: Agent > State and Reason > Interaction State	
<ul> <li>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.</li> <li>For the alerting component of this metric, interactions do not have to be established for this metric to be incremented.</li> <li>For the dialing component, dial duration is measured for established calls only.</li> <li>This metric is attributed to the interval in which the alerting/dialing first occurred.</li> </ul>			
Calculation:		Used in:	
Media type: All  Data type: Number  Metric type: Disposition		<ul> <li>Agent Interaction State</li> <li>Agent Summary Activity Report (Interaction)</li> <li>Supervisor Dashboard</li> </ul>	
Metric name: Ixn Busy Time	e	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 Invite Time, Engage Time, Hold Time, Ixn Wrap Time, and Consult Received Time Interaction State metrics.

Media type: All

Data type: Number Metric type: Interval

#### Used in:

- Agent Interaction State
- Agent Summary Activity Report (Interaction)
- Supervisor Dashboard

Metric name: Ixn Wrap

#### Folder:

Agent > State and Reason > Interaction State

**Description:** The total number of times within the interval that this agent was in ACW (Wrap) state for customer interactions that the agent received.

**Calculation:** 

Media type: All

**Data type:** Number **Metric type:** Interval

#### Used in:

• Agent Interval Based Report

Metric name: Ixn Wrap Time

#### Folder:

Agent > State and Reason > Interaction State

**Description:** The total amount of time within the interval that this agent spent in ACW (Wrap) state for customer calls that the agent received.

Calculation:

#### 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: 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 (warm or simple) that were accepted by this agent.

Calculation: Calculated based on the Offered Interaction
State and AG2\_I\_AGENT\_[\*].ACCEPTED\_EVENTUALLY metrics.

Media type: All

Data type: Number
Metric type: Interval

Data type: Interval

Used in:
This metric is not used in any reports.

Metric name: Not Ready In

Agent > State and Reason > Interaction State

**Description:** The total number of times that this agent was handling customer calls that were accepted while the agent was in the NotReady state.

Calculation:

Media type: All

Data type: Number Metric type: Interval

Used in:

• Agent Not Ready Report

Metric name: Not Ready In Time

Folder:

Agent > State and Reason > Interaction State

**Description:** The total amount of time that this agent was handling customer interactions that the agent received while the agent was in the NotReady state. This time includes the alert (ring) time of the accepted interactions.

Calculation:

Media type: All

Data type: Number Metric type: Interval

Used in:

Agent Not Ready Report

Metric name: Not Ready Out

Agent > State and Reason > Interaction State

**Description:** The total number of times that this agent initiated outbound or internal interactions while

in the NotReady state. The count excludes consultations that the agent participated in while in NotReady state.

Calculation:

Media type: All

Data type: Number Metric type: Interval

Used in:

• Agent Not Ready Report

Metric name: Not Ready Out Time

Folder:

Agent > State and Reason > Interaction State

**Description:** The total amount of time that this agent spent handling outbound or internal interactions that the agent initiated while in the NotReady state. This duration includes dial time, engagement time, and hold time and excludes consultations that the agent participated in while in NotReady state.

Calculation:

Media type: All

Data type: Number Metric type: Interval

Used in:

• Agent Not Ready Report

Metric name: Offered

Folder:

Agent > State and Reason > Interaction State

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

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

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

		<ul><li> Task Routing Agent Activity</li><li> Task Routing Agent Group Activity</li></ul>
Metric name: Wrap In		Folder: Agent > State and Reason > Interaction State
<b>Description:</b> The total number state.	of times that this agent received	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		Folder:
		Agent > State and Reason > Interaction State
		ndling customer calls that the agent t (ring) time, hold time, and time of
Calculation:		Hand to
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
	of times that this agent placed orticipated in while in ACW state a	
Calculation:		Used in:
Media type: Voice		
Data type: Number Metric type: Interval		Agent Wrap Report
Metric name: Wrap Out Tin	пе	Folder:
		Agent > State and Reason > Interaction State
that the agent initiated while in		ndling internal or outbound interactions includes dial time, hold time, and time of ated 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		Folder:  Agent > State and Reason > Interaction State > Interaction Predictive Routing
<b>Description:</b> The total amount agent(s) login session(s) on a p		val between the beginning and end of the
Calculation:		
Media type:		Used in:
Data type: Metric type: Interval		Agent Utilization Report
		Folder:
Metric name: Agent Score		Agent > State and Reason > Interaction State > Interaction Predictive Routing
<b>Description:</b> The sum of the s	core of the agents to whom the i	nteractions were routed.
Calculation:		
Media type:		Used in:
Data type: Number Metric type: Interval		This metric is not used in any reports.
		Folder:
Metric name: Avg Agent So	core	Agent > State and Reason > Interaction State > Interaction Predictive Routing
<b>Description:</b> The average age	nt score during the period when	Predictive Routing was active.
<b>Calculation:</b> Calculated based (gpmAgentScore), divided by the where Predictive Routing was a	ne total number of interactions	<ul><li>Used in:</li><li>Predictive Routing Agent Occupancy</li></ul>
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
<b>Description:</b> The percentage of the agent's time accounted for activities.	by the sum of all interaction-processing
Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics.  Media type: All Data type: Number Metric type: Interval	<ul> <li>Agent Summarized State</li> <li>Agent Summary Activity Email Report</li> <li>Agent Summary Activity Report (Email)</li> <li>Agent Task Dashboard</li> <li>Agent Utilization</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
Metric name: % Not Ready Reason Time	Folder: Agent > State and Reason > Summarized State
<b>Description:</b> 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.	
<b>Calculation:</b> Calculated based on the Not Ready Reason Time and Not Ready Time Summarized State metrics.	Used in:
Media type: All  Data type: Number	Agent Not Ready Reason Code Report

Metric type: Interval	
Metric name: % Not Ready Time	Folder:  Agent > State and Reason > Summarized State
<b>Description:</b> The percentage of time within the interval that the total duration within the interval of the agent's active sessi	
<b>Calculation:</b> Calculated based on the Not Ready Time and Active Time Summarized State metrics.	Used in:
Media type: All  Data type: Number  Metric type: Interval	<ul> <li>Agent Not Ready Reason Code Report</li> <li>Agent Not Ready Report</li> <li>Agent Summarized State</li> <li>Agent Summary Activity Email Report</li> <li>Agent Summary Activity Report (Active)</li> <li>Agent Task Dashboard</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
Metric name: % Occupancy	Folder:  Agent > State and Reason > Summarized State
<b>Description:</b> The percentage of time that this agent's state was Busy within the interval, relative to the total duration within the interval of the agent's active session on a particular media channel.  This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time.	
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 Metric type: Interval	<ul> <li>Used in:</li> <li>Agent Summarized State</li> <li>Agent Summary Activity Email Report</li> <li>Agent Summary Activity Report (Active)</li> <li>Agent Task Dashboard</li> <li>Agent Utilization</li> </ul>

 Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Active Time & Predictive) · Supervisor Dashboard Task Routing Agent Group Summary Task Routing Agent Summary Activity Folder: Metric name: % Omni Busy Time Agent > State and Reason > Summarized State **Description:** The percentage of time of all of interaction-processing activities including the time that is associated with requests for consultation that the agent received and excluding the time spent processing after-call work. **Calculation:** Used in: Media type: Agent Omnichannel Activity Report Data type: Metric type: Interval Folder: Metric name: % Omni Not Ready Time Agent > State and Reason > Summarized State Description: The percentage of time within the interval that this agent was in the NotReady state, irrespective of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated. Calculation: Used in: Media type: • Agent Omnichannel Activity Report Data type: Metric type: Interval Folder: Metric name: % Omni Occupancy Agent > State and Reason > Summarized State **Description:** The percentage of time that this agent's state was Busy within the reporting interval, relative to the total duration within the interval of the agent's active session, regardless of media channel. This metric reflects the percentage of time that agents actually spent handling interactions against their available or idle time. Used in: Calculation: Calculated as AGT I MN SESS STATE.ACTIVE TIME minus This metric is not used in any reports. AGT\_I\_MN\_SESS\_STATE.READY\_TIME and

AGT\_I\_MN\_SESS\_STATE.NOT\_READY\_TIME, divided by the difference between AGT I MN SESS STATE.ACTIVE TIME and AGT I MN SESS STATE.NOT READY TIME. Media type: All Data type: Number Metric type: Interval Folder: Metric name: % Omni Other State Time 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 reporting interval of the agent's active session, regardless of media channel. An agent's state can be neither Ready nor NotReady can occur, for instance, if the switch does not force agent DNs into the Ready state upon login. Calculation: Calculated based on the the Other State Time and AGT I MN SESS STATE.ACTIVE TIME metric. Used in: Media type: All · Agent Omnichannel Activity Report Data type: Number Metric type: Interval Folder: Metric name: % Omni Ready Time Agent > State and Reason > Summarized State Description: The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session, regardless of media channel. **Calculation:** Used in: Media type: Agent Omnichannel Activity Report Data type: Metric type: Interval Folder: Metric name: % Omni Wrap Time Agent > State and Reason > Summarized State **Description:** The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval, regardless of media channel. Calculation: Calculated based on the the Wrap Time and AGT\_I\_MN\_SESS\_STATE.ACTIVE\_TIME metrics. Used in: Media type: Agent Omnichannel Activity Report Data type: Metric type: 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.

#### Used in:

- · Agent Summarized State
- Agent Summary Activity Report (Active)
- Predictive Routing Agent Occupancy
- Predictive Routing Agent Occupancy Report (Interaction Time)
- Task Routing Agent Group Summary Activity
- Task Routing Agent Summary Activity

Media type: All

Data type: Number Metric type: Interval

#### Metric name: % Ready TIme

#### Folder:

Agent > State and Reason > Summarized State

**Description:** The percentage of time within the interval that this agent's state was Ready, relative to the total duration within the interval of the agent's active session on a particular media channel.

**Calculation:** Calculated based on the Ready Time and Active Time Summarized State metrics.

#### 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)
- · Supervisor Dashboard
- Task Routing Agent Group Summary Activity

Media type: All

Data type: Number Metric type: Interval

	Task Routing Agent Summary Activity
Motric parect 0/ Wran Time	Folder:
Metric name: % Wrap Time	
	Agent > State and Reason > Summarized State
<b>Description:</b> The percentage of time that this agent spent in a relative to the total duration of the agent's active session within	
_	
Calculation: Calculated based on the Wrap Time and Active	Used in:
Time Summarized State metrics.	A march Commenced Shaha
	<ul> <li>Agent Summarized State</li> </ul>
	<ul> <li>Agent Summary Activity Report (Active)</li> </ul>
	Agent Wrap Report
Media type: Voice	Predictive Routing Agent Occupancy
Data type: Number Metric type: Interval	<ul> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> </ul>
	<ul> <li>Task Routing Agent Group Summary Activity</li> </ul>
	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
Metric type. Interval	<ul> <li>Agent Summary Activity Report (Active)</li> </ul>
	Agent Task Dashboard

	<ul> <li>Agent Wrap Report</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Active Time &amp; Predictive)</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
	E.H
Metric name: Busy	Folder:
	Agent > State and Reason > Summarized State
	of times that this agent was in the Busy state within the interval in order g consultations and excluding after-call work.
Calculation:	
Media type: All	Used in:
Data type: Number Metric type: Interval	This metric is not used in any reports.
Metric name: Busy Time	Folder:
	Agent > State and Reason > Summarized State
	n of all of interaction-processing activities including the time that is insultation that the agent received and excluding the time spent
Calculation:	Used in:
	Agent Summarized State
	Agent Summary Activity Email Report
	<ul> <li>Agent Summary Activity Report (Active)</li> </ul>
Media type: All	Agent Task Dashboard
Data type: Number Metric type: Interval	Predictive Routing Agent Occupancy
	<ul> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> </ul>
	Supervisor Dashboard
	Task Routing Agent Group Summary

		Activity
		Task Routing Agent Summary Activity
Metric name: Not Ready		Folder:
		Agent > State and Reason > Summarized State
<b>Description:</b> The total number a particular media channel.	of times within the interval that	this agent was in the NotReady state on
Calculation:		Hard to
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
	of times within the interval that luding instances of Do Not Distur	this agent was in the NotReady state on rb, if configured) for this reason.
Calculation:		Used in:
Media type: All		Osed III:
Data type: Number Metric type: Interval		Agent Not Ready Reason Code Report
		Folder:
Metric name: Not Ready Re	eason Time	
		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		
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
		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		<ul> <li>Agent Not Ready Reason Code Report</li> <li>Agent Not Ready Report</li> <li>Agent Summarized State</li> <li>Agent Summary Activity Email Report</li> <li>Agent Summary Activity Report (Active)</li> <li>Agent Task Dashboard</li> <li>Agent Wrap Report</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
Metric name: Omni Active	Time	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 this 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:		
Media type:  Data type:  Metric type:		<ul><li>Used in:</li><li>Agent Omnichannel Activity Report</li></ul>
Metric name: Omni Busy		Folder: Agent > State and Reason > Summarized State
<b>Description:</b> The number of til	mes the agent entered the Busy	state, regardless of media channel
Calculation:		Hand in
Media type:		Used in:
Data type: Metric type:		Agent Omnichannel Activity Report

Metric name: Omni Busy Time		Folder: Agent > State and Reason > Summarized State
	nsultation that the agent received	activities, including the time that is d and excluding the time spent
Calculation:		
Media type:		Used in:
Data type: Metric type:		Agent Omnichannel Activity Report
Metric name: Omni Not Rea	ady	Folder:
		Agent > State and Reason > Summarized State
<b>Description:</b> The number of time	mes the agent entered the Not Re	eady state, regardless of media channel.
Calculation:		
Media type:		Used in:
Data type: Metric type:		Agent Omnichannel Activity Report
Metric name: Omni Not Rea	ady Time	Folder: Agent > State and Reason > Summarized State
<b>Description:</b> The total amount	of time within the interval that t	
<b>Description:</b> The total amount regardless of media channel (in	of time within the interval that t	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a
<b>Description:</b> The total amount regardless of media channel (in reason was indicated.	of time within the interval that t	Agent > State and Reason > Summarized State his agent was in the NotReady state,
<b>Description:</b> The total amount regardless of media channel (in reason was indicated. <b>Calculation:</b>	of time within the interval that t	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a
Description: The total amount regardless of media channel (in reason was indicated.  Calculation: Media type: Data type:	of time within the interval that t	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a  Used in:
Description: The total amount regardless of media channel (in reason was indicated.  Calculation: Media type: Data type:	of time within the interval that tocluding Do Not Disturb duration,	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a  Used in:
Description: The total amount regardless of media channel (in reason was indicated.  Calculation: Media type: Data type: Metric type:	of time within the interval that tocluding Do Not Disturb duration,	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a  Used in:  Agent Omnichannel Activity Report
Description: The total amount regardless of media channel (in reason was indicated.  Calculation:  Media type:  Data type: Metric type:  Metric name: Omni Other S  Description: The total amount regardless of media channel. The	of time within the interval that to cluding Do Not Disturb duration,  State Time  To of time that the agent state was ne situation in which the state of	Agent > State and Reason > Summarized State his agent was in the NotReady state, if configured) regardless of whether a  Used in:  Agent Omnichannel Activity Report  Folder:
Description: The total amount regardless of media channel (in reason was indicated.  Calculation: Media type: Data type: Metric type:  Metric name: Omni Other S  Description: The total amount regardless of media channel. The usually occurs upon first login in	of time within the interval that to cluding Do Not Disturb duration,  State Time  To of time that the agent state was ne situation in which the state of	Agent > State and Reason > Summarized State  his 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  e neither Ready nor NotReady after login, an agent is neither Ready nor NotReady

Data type: Metric type:		
Metric name: Omni Ready		Folder:  Agent > State and Reason > Summarized State
<b>Description:</b> The number of tin	nes the agent entered the Ready	y state, regardless of media channel.
Calculation:		Used in:
Media type:		
Data type: Metric type:		Agent Omnichannel Activity Report
Matria was on Owni Barata 7	P1	Folder:
Metric name: Omni Ready T	ime	Agent > State and Reason > Summarized State
		rigener state and reason? Cammanaca state
<b>Description:</b> The total amount of time that this agent was in the Ready state, regardless of media channel.		
Calculation:		Used in:
Media type:		
Data type: Metric type:		Agent Omnichannel Activity Report
Metric name: Omni Wrap		Folder:
The trainer of the trainer		Agent > State and Reason > Summarized State
<b>Description:</b> The number of tin	nes the agent entered the Wrap	state, regardless of media channel.
Calculation:		Used in:
Media type: All		
Data type: Number Metric type:		Agent Omnichannel Activity Report
Metric name: Omni Wran Ti	ma	Folder:
Metric name: Omni Wrap Time		Agent > State and Reason > Summarized State
<b>Description:</b> The total amount of time within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction, regardless of media channel.		
Calculation:		Used in:
Media type: All		Agent Omnichannel Activity Report

Data type: Number Metric type: Interval		
Metric name: Other State 1	Гіте	Folder: Agent > State and Reason > Summarized State
<b>Description:</b> The total amount of time that the state of this agent was neither Ready nor NotReady aft 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 Read state upon login.		
<b>Calculation:</b> Calculated based on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics.		<ul><li>Used in:</li><li>Agent Summarized State</li></ul>
Media type: All  Data type: Number  Metric type: Interval		<ul> <li>Agent Summary Activity Report (Active)</li> <li>Agent Task Dashboard</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
Metric name: Ready		Folder: Agent > State and Reason > Summarized State
<b>Description:</b> 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		<b>Used in:</b> This metric is not used in any reports.
Metric name: Ready Time		Folder: Agent > State and Reason > Summarized State
<u>-</u>	t of time that this agent was in th	ne Ready state for a particular media type.
Calculation: Media type:		Used in:

	<ul> <li>Agent Summarized State</li> <li>Agent Summary Activity Email Report</li> <li>Agent Summary Activity Report (Active)</li> <li>Agent Task Dashboard</li> <li>Predictive Routing Agent Occupancy</li> <li>Predictive Routing Agent Occupancy Report (Interaction Time)</li> <li>Supervisor Dashboard</li> <li>Task Routing Agent Group Summary Activity</li> <li>Task Routing Agent Summary Activity</li> </ul>
ime Key	Folder: Agent > State and Reason > Summarized State
	a key for a particular date and time from rchies.
	<b>Used in:</b> This metric is not used in any reports.
Metric name: State Reason	
	state for a specific reason, irrespective of
	Used in:
	This metric is not used in any reports.
n Time	Folder: Agent > State and Reason > Summarized State
	GRP, or AG2_AGENT_QUEUE hiera

This time is measured from the moment at which the agent enters this state-reason combination to the moment at which the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.

Calculation:

Media type: All

Data type: Number Metric type: Interval

Used in:

This metric is not used in any reports.

Metric name: Wrap

Folder:

Agent > State and Reason > Summarized State

**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 on the Active Time, Busy Time, Ready Time, Not Ready Time, and Wrap Time Summarized State metrics.

Media type: All

Data type: Number Metric type: Interval

Pagent Summary Activity Report

Metric name: Wrap Time

Folder:

Agent > State and Reason > Summarized State

**Description:** The total amount of time, in seconds, within the interval that this agent spent in ACW (Wrap) state whether or not the reason for entering this state was related to an interaction.

Calculation: Used in: Agent Summarized State Agent Summary Activity Report (Active) · Agent Task Dashboard Agent Wrap Report Media type: • Predictive Routing Agent Occupancy Data type: Metric type: Interval • Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity

### Agent Attributes

### Contents

- 1 Folder: Agent
- 2 Folder: Agent > Activity
- 3 Folder: Agent > Activity > Activity Call Survey
- 4 Folder: Agent > Activity > Activity User Data Example
- 5 Folder: Agent > Activity > Queue
- 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

- · 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
- Fnd TS
- · Group Key
- Start Date Time Key

#### Agent > State and Reason

- Agent Group
- Agent Name
- Group Combination Sess Key
- Media Type
- Reason Code
- Reason Kev
- 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 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
<b>Description:</b> 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:	<b>Description:</b> Enables data to be organized by the agent name.
Form: Employee ID  Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	<b>Description:</b> 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	<b>Description:</b> 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	<b>Description:</b> 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	<b>Description:</b> 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 reporting interval to be organized by the ID of the agent associated with the int

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: Adent Group   Tolder: Adent / Activi	me: Agent Group Folder: Agent > Activity
--	--

**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 > Activity
<b>Description:</b> 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:	<b>Description:</b> Enables data to be organized by the agent name.
Form: Employee ID	
Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	<b>Description:</b> 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	<b>Description:</b> 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	<b>Description:</b> 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 based on the configured business result. Displayed as Source Business Result in some reports.

**Attribute name: Customer** 

Segment

**Folder:** Agent > Activity

**Description:** Enables data to be organized based on the configured customer segment. Displays as Source Customer Segment in some reports.

**Attribute name: Interaction** 

**Descriptor Key** 

**Folder:** Agent > Activity

**Description:** The attribute is for internal purposes only.

**Attribute name: Interaction Key** Folder: Agent > Activity

**Description:** Enables data to be organized based on the surrogate key that provides a join to Info Mart tables.

**Attribute name: Interaction** 

**Subtype** 

Folder: Agent > Activity

**Description:** This Attribute enables data to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

**Attribute name: Interaction Type** Folder: Agent > Activity

**Description:** Enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.

**Attribute name: Media Type** Folder: Agent > Activity

**Description:** Enables data to be organized by the media type of the interaction; for example, Voice,

Email, and Chat.

Form(s): Media Type, Media Name Code

Forms in this attribute:	
Form: Media Name Code  Table.Column: Data type: Text	<b>Description:</b> 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	<b>Description:</b> 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 reporting interval to be organized by the groups to which resources belong. A resource can belong to more than 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 reporting interval to be organized by the agent score assigned by the customer during post call surveys.

**Folder:** Agent > Activity > Activity Call Survey

**Attribute name: Call Score** 

Introduced: 9.0.013

**Description:** Enables data within the reporting interval to be organized by the overall call score assigned by the customer during post-call surveys.

**Attribute name: Company Score** 

Introduced: 9.0.013

**Folder:** Agent > Activity > Activity Call Survey

**Description:** Enables data within the reporting interval to be organized by the overall score assigned to the company by customers during post-call 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 reporting interval to be organized by the overall score assigned to the product by customers during post-call surveys.

Attribute name: SQ1 - SQ2

Introduced: 9.0.013

**Folder:** Agent > Activity > Activity Call Survey

**Description:** These two attributes enable data within the reporting interval to be organized by answers given by customers during post-call surveys.

### Folder: Agent > Activity > Activity User Data Example

**Attribute name: Category** Folder: Agent > Activity > Activity User Data Example

**Description:** Enables data within the reporting interval to be organized based on the standard responses to interactions that are configured in your environment. This attribute is applicable only in environments that are configured to use sentiment, influence, 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

**Description:** Enables data within the reporting interval to be organized by the degree to which interactions require agent attention—their actionability. The value for 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.

### Attribute name: Classify Sentiment Category

**Folder:** Agent > Activity > Activity User Data Example

**Description:** Enables data within the reporting interval to be organized by the characteristic of interactions that reflects the attitude expressed therein, generally positive, negative, or neutral.

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.

### Attribute name: Dimension 1 - Dimension 5

**Folder:** Agent > Activity > Activity User Data Example

**Description:** These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

### Attribute name: Dimension 6 - Dimension 10

**Folder:** Agent > Activity > Activity User Data Example

**Description:** These 5 attributes enables data within the reporting interval to be organized by a particular user-data Attribute that is configured within your environment.

### Attribute name: Influence Category

**Folder:** Agent > Activity > Activity User Data Example

**Description:** Enables data within the reporting interval to be organized by the customer's clout that has amassed on social networks at the time that interactions entered or began within the contact center. This attribute is applicable only in environments that are configured to use sentiment, influence, and actionability social-media business attributes.

#### **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.

### **Attribute name: Screen Sentiment Category**

**Folder:** Agent > Activity > Activity User Data Example

**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.

virtual queue, interaction queue, or workbir

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

**Description:** Enables reporting data within the reporting interval to be organized by the name of the queue group. A gueue 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 Info** Folder: 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 Timestamp** Folder: 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 Type** Folder: 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 Timestamp** | Folder: 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

**Description:** Enables data within the reporting interval to be organized by the calendar date and time when the agent session ended. If the agent has not logged out, the value of this attribute is NULL.

**Attribute name: Session Key** Folder: Agent > Detail > Session

**Description:** Enables data within the reporting interval to be organized by the agent's active session for a particular media type. In some reports, you can click the value in the Session Key column to view the Agent Login-Logout Details Report.

**Attribute name: Start Timestamp** Folder: Agent > Detail > Session

**Description:** Enables data within the reporting interval to be organized by the calendar date and time when the agent session began.

### 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 reporting interval to be organized by whether or not the corresponding record in the SM\_RES\_STATE\_FACT table is active.

**Attribute name: End Timestamp** Folder: Agent > Detail > State

**Description:** Enables data within the reporting interval to be organized by the calendar date and time when the agent state ended.

**Attribute name: Reason Code** Folder: Agent > Detail > State

**Description:** Enables data within the reporting interval to be organized by the reason that the agent selected.

**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 null.

Attribute name: Reason

**Timestamp** 

**Folder:** Agent > Detail > State

**Description:** Enables data within the reporting interval to be organized by the moment when the agent entered a specific state-reason combination.

**Attribute name: Reason Type Code** | **Folder:** Agent > Detail > State

**Description:** Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.

**Attribute name: Reason Value** Folder: Agent > Detail > State

**Description:** Enables data to be organized based on one of the following:

- For software-related reason codes, this attribute enables data to be organized by the value of the keyvalue pair that is associated with this reason code.
- For hardware-related reason codes, this attribute enables data to be organized by the hardware-related reason.

**Attribute name: Start Timestamp** Folder: Agent > Detail > State

**Description:** Enables data within the reporting interval to be organized by the moment that the agent entered a specific state.

**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

Description: Enables data to be organized by the agent

Table.Column:
Data type:
name.

Form: Employee ID

Description: Enables data to be organized by the Employee

ID of the agent who is accepted with the interaction

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

**Description:** Enables data within the reporting 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 reporting interval to be organized by the moment when the agent was removed from a group.

**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** 

Key

**Folder:** Agent > Group Membership

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

<b>Attribute name: Agent Group</b> Folder: Agent > State and Rea	allu neasoll
--	--------------

**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
<b>Description:</b> 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:	<b>Description:</b> Enables data to be organized by the agent name.
Form: Employee ID  Table.Column: RESOURCE_A.EMPLOYEE_ID Data type: Text	<b>Description:</b> 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	<b>Description:</b> 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	<b>Description:</b> 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	<b>Description:</b> 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

**Combination Sess Key** 

RESOURCE GROUP COMBINATION attribute. This attribute is reserved for internal use.

Folder: Agent > State and Reason **Attribute name: Media Type** 

**Description:** Enables data to be organized by the media type of the interaction; for example, Voice,

Email, and Chat.

Form(s): Media Type, Media Name Code

Forms in this attribute:

Form: Media Name Code **Description:** Enables data to be organized by the Media Name Code associated with the interaction. One of NONE, Table.Column:

VOICE, EMAIL, CHAT.

Form: Media Type

Data type: Text

**Description:** Enables data to be organized by the media type associated with the interaction. For example, VOICE, EMAIL, or Table.Column: Data type: Text

CHAT.

Attribute name: Reason Code Folder: Agent > State and Reason

**Description:** Enables data within the reporting interval to be organized by the reason that the agent selected.

Folder: Agent > State and Reason **Attribute name: Reason Key** 

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 null.

**Attribute name: Reason Type Code** Folder: Agent > State and Reason

**Description:** Enables data within the reporting interval to be organized by the reason code that is associated with the agent's status.

**Attribute name: Reason Value Folder:** Agent > State and Reason

**Description:** Enables data to be organized based on one of the following:

- · For software-related reason codes, this attribute enables data to be organized by the value of the keyvalue pair that is associated with this reason code.
- For hardware-related reason codes, this attribute enables data to be organized by the hardwarerelated reason.

Attribute name: Resource State Reason Kev

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 to be organized by the interaction's subtype; for example, InboundNew or Outbound Notification.

**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 to be organized by the interaction's subtype; for example,

InboundNew or Outbound Notification.

**Attribute name: Interaction Type** 

Folder: Agent > State and Reason > Interaction State >

Interaction Predictive Routing

**Description:** Enables data to be organized by the interaction's type—for example, Inbound, Outbound,

and Internal.

**Attribute name: Model** 

Folder: Agent > State and Reason > Interaction State >

Interaction Predictive Routing

**Description:** Enables the organization of data by the name of the model that was used to score the

agent for predictive routing.

**Attribute name: Predictor** 

Folder: Agent > State and Reason > Interaction State >

Interaction Predictive Routing

**Description:** Enables the organization of data by the name of the predictor that was used to request

scoring for predictive routing.

**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.

Folder: Agent > State and Reason > Summarized State

There are no attributes in this folder