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Genesys CX Insights 9.0 Projects Reference Guide

Agent metrics

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

Related documentation:

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

Folder: Agent > Activity

Metric name: % Abandoned Inviting		Folder: Agent > Activity
Description: The percentage of interactions that entered the contact center, were distributed to a resource, and subsequently abandoned while alerting/ringing at an agent's DN. This count includes short-abandoned interactions, and relies on the value of the short-abandoned threshold as configured in the [agg-gim-thld-ID-IXN] section.		
Calculation: Calculated based on the Abandoned Inviting and Offered Business Attribute metrics.		Used in: This metric is not used in any reports.
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		
Metric name: % Transfer Initiated		Folder: Agent > Activity
Description: The description of this metric depends on attributes and filters in the report query: <ul style="list-style-type: none">• Agent Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by this agent.• Agent Group Attribute: The percentage of accepted customer interactions that were transferred (warm or blind) by agents who belong to this agent group.		
Calculation: Calculated based on the Transfer Initiated and Accepted Activity metrics.		Used in: <ul style="list-style-type: none">• Agent Group Business Attribute Report• Agent Group Interaction Handling Report• Agent Performance Dashboard• Agent Report• Agent Task Dashboard• Agent Utilization Email Report• Agent Utilization Report• Task Routing Agent Activity• Task Routing Agent Group Activity
Media type: All Data type: Number Metric type: Disposition		
Metric name: % Transfer Received Accepted		Folder:

		Agent > Activity
Description: The description of this metric depends on the attributes and filters in the report query: <ul style="list-style-type: none"> 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.		Used in: <ul style="list-style-type: none"> Agent Group Interaction Handling Report
Media type: All Data type: Number Metric type: Disposition		
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:		Used in: <ul style="list-style-type: none"> Agent Conduct Report Agent Performance Dashboard Agent Report
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		
Metric name: Accepted		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none"> 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. <p>For voice media, this metric is identical to Activity\Responses.</p>		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Activity Agent Conduct Report Agent Group Business Attribute Report
Media type: All Data type: Number Metric type: Disposition		

		<ul style="list-style-type: none"> • 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
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Metric name: Accepted Thread		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none"> • 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. <p>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.</p>		
Calculation:		Used in: <ul style="list-style-type: none"> • Agent Interaction Hierarchy Report
Media type: Async Data type: Number Metric type: Disposition		

Metric name: Accepted Unique		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none"> • Agent Attributes: The total number of logical interactions that were accepted, pulled, or initiated for 		

the first time by this agent.

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

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Agent Interaction Hierarchy Report

Metric name: Actionability

Folder:

Agent > Activity

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

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

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

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Agent - Queue A Group Combination

Folder:

Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.

Calculation:

Media type: All

Data type: Number
Metric type:

Used in:

This metric is not used in any reports.

Metric name: Agent - Queue Q Group Combination

Folder:

Agent > Activity

Description: This metric is reserved for internal use to employ a key for a particular agent-group combination from the AG2_AGENT_QUEUE aggregate table(s) only.

Calculation:

Used in:

Media type: All Data type: Number Metric type:		This metric is not used in any reports.
Metric name: Agent Disconnect First	Folder: Agent > Activity	
Description: The value presented in this metric varies depending on the attributes and filters used in a report: <ul style="list-style-type: none"> 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). <p>The tally is incremented only when the system (such as the switch) provides such information.</p>		
Calculation:	Used in:	
Media type: Chat, Open (sync), Voice Data type: Number Metric type: Disposition	<ul style="list-style-type: none"> Agent Conduct Report Agent Performance Dashboard Agent Report 	
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: <ul style="list-style-type: none"> 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 <p>The average considers only those interactions for which an Actionability Score was assigned.</p>		
Calculation: Calculated as AG2_AGENT_[*].ACTIONABILITY divided by AG2_AGENT_[*].ACTIONABILITY_OFFERED, or AG2_AGENT_GRP_[*].ACTIONABILITY divided by AG2_AGENT_GRP_[*].ACTIONABILITY_OFFERED	Used in:	
Media type: All Data type: Number Metric type: Disposition	<ul style="list-style-type: none"> Agent Social Engagement Report 	

Metric name: Avg Conference Accepted Handle Time Introduced: 100.0.027.0001		Folder: Agent > Activity
Description: Average Handle Time for conference interactions in which the agent participated. This metric includes time spent by all agents who participated in handling the interaction after this agent joined.		
Calculation: Calculated based on the Conference Accepted Time and Conference Received Accepted metrics.		Used in: <ul style="list-style-type: none"> • Agent Transfer Summary Report • Transfer Dashboard
Media type: All Data type: Number Metric type: Disposition		
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: <ul style="list-style-type: none"> • Agent Attribute: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were associated with customer interactions. • Agent Group Attribute: The average amount of time that agents who belong to this agent group were engaged on collaborations or simple consult interactions that the agents initiated, where the collaborations/consultations were associated with customer interactions. 		
Calculation: Calculated based on the Consult Initiated Time and Consult Initiated Activity metrics.		Used in: <ul style="list-style-type: none"> • Agent Performance Dashboard • Agent Report • Agent Utilization Report
Media type: All (except Chat) Data type: Number Metric type: Disposition		
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: <ul style="list-style-type: none"> • 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: Disposition

Used in:

- Agent Performance Dashboard
- Agent Report
- Agent Utilization Report

Metric name: Avg Consult Received Wrap Time		Folder: Agent > Activity
<p>Description: The value presented in this metric varies depending on the attributes and filters used in a report:</p> <ul style="list-style-type: none"> • 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. <p>This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.</p>		
Calculation: Calculated based on the Consult Received Wrap Time and Consult Received Wrap Activity metrics.		Used in:
<p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<ul style="list-style-type: none"> • Agent Performance Dashboard • Agent Report • Agent Utilization Report
Metric name: Avg Engage Time		Folder: Agent > Activity
<p>Description: The description of this metric varies depending on attributes and filters in the report query:</p> <ul style="list-style-type: none"> • 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:
<p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<ul style="list-style-type: none"> • 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

		<ul style="list-style-type: none"> • Task Routing Agent Activity • Task Routing Agent Group Activity
Metric name: Avg Handle Time		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none"> • 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. <p>This metric is computed as handle time divided by the sum of accepted interactions and received consultations.</p>		
Calculation: Calculated as Handle Time divided by the sum of Accepted Interactions and Received Consultations.		Used in: <ul style="list-style-type: none"> • Agent Activity • Agent Conduct Report • Agent Group Business Attribute Report • Agent Group Interaction Handling Report • Agent Interaction Hierarchy Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Task Dashboard • Agent Utilization Email Report • Agent Utilization Report • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
Media type: All Data type: Number Metric type: Disposition		
Metric name: Avg Hold Time		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query:		

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

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

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

Used in:

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

Media type: Voice

Data type: Number

Metric type: Disposition

Metric name: Avg Influence 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 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:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Social Engagement Report

Metric name: Avg Invite Time

Folder:

Agent > Activity

Description: The average amount of time that customer interactions alerted or rang at agent resources before the interactions were accepted, plus the average duration of dialing that agents performed, where the calls were successfully established.

This metric is attributed to the interval in which the interactions began. Note: The dialing component of this metric applies to voice media only.

Calculation: Calculated based 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.

Media type: All

Data type: Number

Metric type: Disposition

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		<ul style="list-style-type: none"> Task Routing Agent Activity Task Routing Agent Group Activity
Metric name: Avg Sentiment Score		Folder: Agent > Activity
<p>Description: The description of this metric varies according to the attributes and filters in the report query:</p> <p>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.</p>		
Calculation: Media type: All Data type: Number Metric type: Disposition		Used in: <ul style="list-style-type: none"> Agent Social Engagement Report
Metric name: Avg Transfer Accepted Handle Time Introduced: 100.0.027.0001		Folder: Agent > Activity
<p>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.</p>		
<p>Calculation: Calculated based on the Transfer Accepted Time and Transfer Received Accepted metrics.</p>		Used in: <ul style="list-style-type: none"> Agent Transfer Summary Report Transfer Dashboard
Media type: All Data type: Number Metric type: Disposition		
Metric name: Avg Transfer Initiated Handle Time Introduced: 100.0.027.0001		Folder: Agent > Activity
<p>Description: Average amount of time that the agent spent handling customer interactions that the agent later transferred, during the reporting interval.</p>		
<p>Calculation: Calculated based on the Transfer Initiated Time and Transfer Initiated Agent metrics.</p>		Used in: <ul style="list-style-type: none"> Agent Transfer Summary Report Transfer Dashboard
Media type: All Data type: Number Metric type: Disposition		

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: <ul style="list-style-type: none"> 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:
Media type: Voice Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> Agent Activity Agent Conduct Report Agent Group Business Attribute Report Agent Group Interaction Handling Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report Agent Task Dashboard Agent Utilization Report Supervisor Dashboard Task Routing Agent Activity Task Routing Agent Group Activity
Metric name: Conference Accepted Time		Folder: Agent > Activity
Introduced: 100.0.027.0001		
Description: 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:		Used in:
Media type: All (except Email) Data type: Number Metric type: Disposition		This metric is not used in any reports.

Metric name: Conference Initiated Introduced: 100.0.027.0001		Folder: Agent > Activity
Description: 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) Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Transfer Summary Report • Agent Utilization Report • Transfer Dashboard
Metric name: Conference Offered Introduced: 100.0.027.0001		Folder: Agent > Activity
Description: The total number of Conference interactions offered to the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.		
Calculation:		Used in:
Media type: Data type: Metric type: Disposition		<ul style="list-style-type: none"> • Agent Transfer Summary Report • Transfer Dashboard
Metric name: Conference Received Accepted		Folder: Agent > Activity
Description: The description of this metric varies according to the attributes and filters in the report query: <ul style="list-style-type: none"> • Agent Attribute: The total number of times that this agent joined conferences to participate in customer interactions. • Agent Group Attribute: The total number of times that agents from this agent group joined conferences to participate in customer interactions. 		
Calculation:		Used in:
Media type: All (except Email) Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Utilization Report
		Folder:

Metric name: Consult Initiated		Agent > Activity
<p>Description: The description of this metric varies according to the attributes and filters in the report query:</p> <ul style="list-style-type: none"> • 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:
<p>Media type: All (except Chat)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<ul style="list-style-type: none"> • Agent Conduct Report • Agent Report • Agent Utilization Report
Metric name: Consult Initiated Time		Folder:
		Agent > Activity
<p>Description: The description of this metric varies according to the attributes and filters in the report query:</p> <ul style="list-style-type: none"> • 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:		Used in:
<p>Media type: All (except Chat)</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<p>This metric is not used in any reports.</p>
Metric name: Consult Offered		Folder:
<p>Introduced: 100.0.027.0001</p>		Agent > Activity
<p>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.</p>		

Calculation:		Used in: <ul style="list-style-type: none">• Agent Transfer Summary Report• Transfer Dashboard
Media type:		
Data type: Metric type: Disposition		
Metric name: Consult Received Accepted		Folder: Agent > Activity
<p>Description: The description of this metric varies according to the attributes and filters in the report query:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none">• Agent Group Business Attribute Report• Agent Interval Based Report• Agent Utilization Report
Media type: All (except Chat)		
Data type: Number Metric type: Disposition		
Metric name: Consult Received Accepted Warm		Folder: Agent > Activity
<p>Description: The description of this metric varies according to the attributes and filters in the report query:</p> <ul style="list-style-type: none"> • Agent Attribute: The total number of times that this agent participated in consultations that the agent received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agent. • Agent Group Attribute: The total number of times that agents who belong to this agent group participated in consultations that the agents received, where the consultations were associated with customer interactions that were transferred to or conferenced with the agents. 		
Calculation:		Used in: <ul style="list-style-type: none">• Agent Utilization Report
Media type: Voice		
Data type: Number Metric type: Disposition		
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

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Consult Received Time

Folder:

Agent > Activity

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

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

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

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

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

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

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

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

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

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

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

- Agent Performance Dashboard
- Agent Report

Metric name: Consult Received Warm Wrap

Folder:

Agent > Activity

Discontinued: 9.0

Description: This metric is no longer populated.

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 Wrap Time Discontinued: 9.0		Folder: Agent > Activity
Description: This metric is no longer populated.		
Calculation: Media type: Voice Data type: Number Metric type: Disposition		Used in: <ul style="list-style-type: none"> Agent Performance Dashboard Agent Report
Metric name: Consult Received Wrap		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none"> Agent Attribute: 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 Attribute: 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 Data type: Number Metric type: Disposition		Used in: 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: <ul style="list-style-type: none"> 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. <p>This duration does not stop if the agents received or made calls while in ACW state. This metric is attributed to the interval in which this agent was offered the consult interaction for which ACW was invoked.</p>		

Calculation:		Used in: <ul style="list-style-type: none">Agent Performance DashboardAgent Report
Media type: Voice		
Data type: Number		
Metric type: Disposition		
Metric name: Consult Responses		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none">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:		Used in: <ul style="list-style-type: none">Agent Utilization Report
Media type: All (except Chat)		
Data type: Number		
Metric type: Disposition		
Metric name: Engage		Folder: Agent > Activity
Introduced: 100.0.029.0000		
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: This metric is not used in any reports.
Media type: All		
Data type: Number		
Metric type: Disposition		
Metric name: Engage Time		Folder: Agent > Activity
Description: The description of this metric varies depending on attributes and filters in the report query: <ul style="list-style-type: none">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:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Group Business Attribute Report
- Agent Interaction State
- Agent Interval Based Report
- Agent Outbound Campaign Report
- Agent Performance Dashboard
- Agent Report
- Agent Summary Activity Report (Interaction)
- Supervisor Dashboard

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: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type:		
Metric name: Handle Time		Folder: 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 Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time activity metrics.		Used in: <ul style="list-style-type: none"> • Agent Group Business Attribute Report • Agent Performance Dashboard • Agent Report
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Hold		Folder: 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: <ul style="list-style-type: none"> • Agent Interval Based Report • Agent Performance Dashboard • Agent Report • Agent Utilization Report
Media type: Voice		
Data type: Number Metric type: Disposition		
Metric name: Hold Time		Folder: 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:

<p>Media type: Voice</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<ul style="list-style-type: none"> • Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
<p>Metric name: Influence Score</p>		<p>Folder:</p> <p>Agent > Activity</p>
<p>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).</p>		
<p>Calculation:</p> <p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>
<p>Metric name: Invite</p>		<p>Folder:</p> <p>Agent > Activity</p>
<p>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.</p> <p>This metric is attributed to the interval in which the alerting/dialing first occurred.</p>		
<p>Calculation:</p> <p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Disposition</p>		<p>Used in:</p> <p>This metric is not used in any reports.</p>
<p>Metric name: Invite Time</p>		<p>Folder:</p> <p>Agent > Activity</p>
<p>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.</p>		

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

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:

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

Metric name: Not Accepted

Folder:

Agent > Activity

Description: The total number of times that customer interactions were redirected to another resource upon no answer by this agent (or by agents who belong to this agent group), or were otherwise not accepted by such agents.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Performance Dashboard
- Agent Report
- 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:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Activity
- Agent Interaction Hierarchy Report
- Agent Performance Dashboard
- Agent Report
- Agent Task Dashboard

		<ul style="list-style-type: none"> • Agent Utilization Email Report • Agent Utilization Report • Predictive Routing Agent Dashboard • Predictive Routing Agent Occupancy Report (Active Time and Predictive) • Supervisor Dashboard • Task Routing Agent Activity • Task Routing Agent Group Activity
Metric name: Offered with Actionability		Folder: Agent > Activity
Description: The total number of customer interactions that were offered to this agent, (or to agents who belong to this agent group), for which actionability scores were recorded.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Offered with Influence		Folder: Agent > Activity
Description: The total number of customer interactions that were offered to this agent (or by agents who belong to this agent group), for which customer-influence scores were recorded.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Offered with Revenue		Folder: Agent > Activity
Description: The total number of customer interactions that entered or began within the contact center, were handled by this agent (or by agents who belong to this agent group), and had associated revenue.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		

Metric name: Offered with Satisfaction		Folder: Agent > Activity
Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which customer-satisfaction scores were recorded.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Offered with Sentiment		Folder: Agent > Activity
Description: The total number of customer interactions handled by this agent (or by agents who belong with this agent group) for which sentiment scores were recorded.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Rejected		Folder: Agent > Activity
Description: The total number of times that customer interactions alerted at this agent (or an agent that belongs to this agent group) and were not accepted.		
Calculation:		Used in: <ul style="list-style-type: none"> • Agent Conduct Report • Agent Performance Dashboard • Agent Task Dashboard • Agent Utilization Email Report • Task Routing Agent Activity • Task Routing Agent Group Activity
Media type: All Data type: Number Metric type: Disposition		
Metric name: Responded Unique		Folder: Agent > Activity
Description: The total number of first-time outbound replies in which this agent (or an agent in this group) participated in response to customer interactions.		

Any number of replies could be prepared in response to a customer interaction. This metric attributes only the first-connected reply to this agent, regardless of whether the reply was sent. This metric excludes outbound replies to consultations, outbound replies that the agent pulled from his/her personal workbin or rejected, and system-generated responses.

Calculation:**Media type:** All**Data type:** Number**Metric type:** Disposition**Used in:**

- Agent Interaction Hierarchy Report

Metric name: Responses**Folder:**

Agent > Activity

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:**Media type:** All**Data type:** Number**Metric type:** Disposition**Used in:**

- Agent Conduct Report
- Agent Group Business Attribute Report
- Agent Group Interaction Handling Report
- Agent Interaction Hierarchy Report
- Agent Utilization Report

Metric name: Revenue**Folder:**

Agent > Activity

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

Calculation:**Media type:** All**Data type:** Number**Metric type:** Disposition**Used in:**

- Agent Group Business Attribute Report

Metric name: Satisfaction**Folder:**

Agent > Activity

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions handled by this agent, or by agents who belong to this agent group.

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

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 Warm metrics.		Used in: <ul style="list-style-type: none">• Agent Transfer Summary Report• Transfer Dashboard
Media type: All		
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: This metric is not used in any reports.
Media type: All		
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: <ul style="list-style-type: none">• Agent Transfer Summary Report• Transfer Dashboard
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Transfer Initiated Agent		Folder:
		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: <ul style="list-style-type: none">• Agent Group Business Attribute Report
Media type: All		
Data type: Number		

		<ul style="list-style-type: none">• Agent Group Interaction Handling Report• Agent Performance Dashboard• Agent Report• Agent Task Dashboard• Agent Utilization Email Report• Agent Utilization Report• Task Routing Agent Activity• Task Routing Agent Group Activity• Transfer Dashboard
Metric name: Transfer Initiated Agent Cold Introduced: 100.0.027.0001		Folder: Agent > Activity
Description: Total number of cold transfers initiated 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 Initiated Agent and Transfer Initiated Agent Warm metrics.		Used in: <ul style="list-style-type: none">• Agent Transfer Summary Report• Transfer Dashboard
Media type: All Data type: Number Metric type: Disposition		
Metric name: Transfer Initiated Agent Warm Introduced: 100.0.027.0001		Folder: Agent > Activity
Description: Total number of warm transfers initiated by the agent / agent group (depending on the relevant GCXI Project attributes for this metric) during the reporting interval.		
Calculation:		Used in: <ul style="list-style-type: none">• Agent Transfer Summary Report• Transfer Dashboard
Media type: All Data type: Number Metric type: Disposition		
Metric name: Transfer Initiated Time Introduced: 100.0.027.0001		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		
Media type: All Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.
Metric name: Transfer Offered Introduced: 100.0.027.0001		Folder: 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 Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Transfer Summary Report • Transfer Dashboard
Metric name: Transfer Received Accepted		Folder: 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 Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Group Interaction Handling Report
Metric name: Wrap		Folder: 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
Description: The total amount of time, in seconds attributed to the ACW (Wrap) state for customer interactions (for this Agent, Agent Group, or Agent and Queue, depending on GCXI Project attributes).		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Group Business Attribute Report Agent Outbound Campaign Report Agent Performance Dashboard Agent Report
Media type: Voice Data type: Number Metric type: Disposition		

Folder: Agent > Activity > Activity Call Survey

There are no metrics in this folder.

Folder: Agent > Activity > Activity User Data Example

There are no metrics in this folder.

Folder: Agent > Activity > Queue

Metric name: % Abandoned Inviting	Folder: Agent > Activity > Queue
Description: The percentage of interactions that entered this 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 short-abandoned threshold as configured in the [agg-gim-thld-QUEUE-IXN] section.	
Calculation: Calculated based on the (Agent > Activity >	Used in:

Queue) Abandoned Inviting and Offered metrics.		This metric is not used in any reports.
Media type: Voice, Chat, Open (sync) Data type: Number Metric type: Disposition		
Metric name: % Accepted		Folder: Agent > Activity > Queue
Description: The percentage of customer interactions of this business attribute that were distributed from this queue and accepted, relative to the total number of interactions that were distributed from this queue and offered to a handling resource. For voice media, this metric is identical to Activity\Responses.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: % Transfer Initiated		Folder: 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: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: % Transfer Initiated Agent		Folder: 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: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		

Metric name: % Transfer Received Accepted		Folder: Agent > Activity > Queue
Description: The percentage of accepted customer interactions that were successfully transferred (warm or blind) to this agent.		
Calculation: Calculated based on the (Agent > Activity > Queue) Transfer Received Accepted and Accepted metrics.		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Abandoned Inviting		Folder: Agent > Activity > Queue
Description: The total number of times that customer interactions that were distributed or pulled from this queue, were abandoned or dropped for any reason while the interactions were alerting at this agent.		
Calculation:		Used in: This metric is not used in any reports.
Media type: Voice, Chat, Open (sync)		
Data type: Number Metric type: Disposition		
Metric name: Accepted		Folder: Agent > Activity > Queue
Description: The total number of times that customer interactions or warm consultations that were distributed from this queue were accepted, answered, pulled, or initiated by this agent. For voice media, this metric is identical to Activity\Responses.		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Group Queue Business Attribute Report Agent Queue Report
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Accepted Others		Folder: Agent > Activity > Queue
Description: The total number of interactions that were distributed from this agent queue, and subsequently accepted, answered, or pulled by a resource other than an agent, place DN, or extension DN.		
Calculation: Calculated based on the (Agent > Activity >		Used in:

Queue) Accepted and Accepted Agent Queue metrics.		This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Accepted Thread		Folder: Agent > Activity > Queue
Description: The total number of customer-interaction threads that were accepted, pulled, or initiated from this queue for the first time by this agent. 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:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Accepted Unique		Folder: Agent > Activity > Queue
Description: The total number of logical interactions that were distributed by this queue and accepted, initiated, or pulled by this agent. This metric includes an agent's first participation in outbound replies to inbound interactions.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Actionability		Folder: Agent > Activity > Queue
Description: The total score, assigned to interactions that were handled by this agent and distributed from this queue, 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:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		

Metric name: Agent Disconnect First		Folder: 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:		Used in: This metric is not used in any reports.
Media type: Chat, Open (sync), Voice Data type: Number Metric type: Disposition		
Metric name: Avg Actionability Score		Folder: 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: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Avg Consult Initiated Time		Folder: Agent > Activity > Queue
Description: The average amount of time that this agent was engaged on collaborations or simple consult interactions that the agent initiated, where the collaborations/consultations were distributed from this queue and were associated with customer interactions.		
Calculation: Calculated based on the (Activity > Queue) Consult Initiated Time and Consult Initiated metrics.		Used in: This metric is not used in any reports.
Media type: All (except Chat) Data type: Number Metric type: Disposition		
Metric name: Avg Consult Received 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: This metric is not used in any reports.
Media type: All (except Chat)		
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Received Warm Time		Folder: 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: This metric is not used in any reports.
Media type: Voice		
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Received Warm Wrap Time		Folder: 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: This metric is not used in any reports.
Media type: Voice		
Data type: Number Metric type: Disposition		
Metric name: Avg Consult Received Wrap Time		Folder: 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: This metric is not used in any reports.
Media type: Voice	Data type: Number Metric type: Disposition	
Metric name: Avg Engage Time		Folder: 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: <ul style="list-style-type: none"> Agent Queue Report
Media type: All	Data type: Number Metric type: Disposition	
Metric name: Avg Handle Time		Folder: Agent > Activity > Queue
Description: Queue Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from this queue. Queue Group Attribute: The average amount of time that agents spent handling customer interactions or warm consultations that were distributed or pulled from queues that belong to this queue group. This metric is attributed to the interval in which interactions entered the queue.		
Calculation: Calculated as (Activity > Queue) Handle Time divided by the sum of Accepted Interactions and Received Consultations.		Used in: <ul style="list-style-type: none"> Agent Queue Report
Media type: All	Data type: Number Metric type: Disposition	
Metric name: Avg Hold Time		Folder: 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.		Used in: <ul style="list-style-type: none"> Agent Queue Report
Media type: All Data type: Number Metric type: Disposition		
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.		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
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.

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Avg Satisfaction

Folder:

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.

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Avg Sentiment Score

Folder:

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
AG2_AGENT_QUEUE_[*].SENTIMENT_OFFERED

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Social Engagement Report

Metric name: Avg Wrap Time

Folder:

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.

Calculation:

Used in:

Media type: Voice Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> Agent Queue Report
Metric name: Conference Initiated		Folder: Agent > Activity > Queue
<p>Description: The total number of times that this agent initiated conferences for customer interactions that the agent received, where the interactions were distributed or pulled from this queue and, where the conferences were established.</p> <p>The count includes the number of established conferences that were initiated for transferred interactions that the agent received.</p>		
Calculation:		Used in: This metric is not used in any reports.
Media type: All (Except email) Data type: Number Metric type: Disposition		
Metric name: Conference Received Accepted		Folder: Agent > Activity > Queue
<p>Description: The total number of times that this agent joined conferences to participate in interactions that were distributed or pulled from this queue.</p>		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Consult Initiated		Folder: Agent > Activity > Queue
<p>Description: 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.</p>		
Calculation:		Used in: This metric is not used in any reports.
Media type: All (except Chat) Data type: Number Metric type: Disposition		
Metric name: Consult Initiated Time		Folder:

		Agent > Activity > Queue
Description: The total amount of time that this agent was engaged in collaborations or simple consultations that the agent requested, where the collaborations/consultations were associated with customer interactions that were distributed or pulled from this queue.		
Calculation:		
Media type: All (except Chat) Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.
Metric name: Consult Received Accepted		Folder: Agent > Activity > Queue
Description: The total number of times that this agent received and accepted collaborations or simple consultations that were distributed or pulled from this queue and associated with customer interactions.		
Calculation:		
Media type: Data type: Metric type:		Used in: This metric is not used in any reports.
Metric name: Consult Received Accepted Warm		Folder: 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:		
Media type: Voice Data type: Number Metric type: Disposition		Used in: This metric is not used in any reports.
Metric name: Consult Received Hold		Folder: 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:		
Media type: Voice Data type: Number		Used in: This metric is not used in any reports.

Metric type: Disposition		
Metric name: Consult Received Time		Folder: Agent > Activity > Queue
<p>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.</p> <p>This metric is attributed to the interval in which this agent was offered the collaboration/consultation request distributed from this queue.</p>		
<p>Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RECEIVED_HOLD_TIME</p>		<p>Used in: This metric is not used in any reports.</p>
<p>Media type: All (except Chat)</p> <p>Data type: Number Metric type: Disposition</p>		
Metric name: Consult Received Warm Hold		Folder: Agent > Activity > Queue
<p>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.</p>		
Calculation:		<p>Used in: This metric is not used in any reports.</p>
<p>Media type: Voice</p> <p>Data type: Number Metric type: Disposition</p>		
Metric name: Consult Received Warm Time		Folder: Agent > Activity > Queue
<p>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.</p> <p>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.</p>		
<p>Calculation: Calculated as the sum of AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_ENGAGE_TIME and AG2_AGENT_QUEUE_[*].CONSULT_RCV_WARM_HOLD_TIME</p>		<p>Used in: This metric is not used in any reports.</p>
Media type: Voice		

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

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

Calculation:**Media type:** Voice**Data type:** Number
Metric type: Disposition**Used in:**

This metric is not used in any reports.

Metric name: Consult Responses**Folder:**

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 Chat)**Data type:** Number
Metric type: Disposition**Used in:**

This metric is not used in any reports.

Metric name: Engage**Introduced:** 100.0.029.0000**Folder:**

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:**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 > 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:**Media type:** All**Used in:**

Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> Agent Queue Report
Metric name: Focus		Folder: 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: This metric is not used in any reports.
Media type: Data type: Metric type: Disposition		
Metric name: Focus Time		Folder: 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: This metric is not used in any reports.
Media type: Data type: Metric type: Disposition		
Metric name: Handle Time		Folder: Agent > Activity > Queue
Description: The total amount of time that this agent spent handling interactions that were distributed or pulled from this queue for those interactions that the agent received.		
Calculation: Calculated based on (Activity > Queue) Engage Time, Hold Time, Wrap Time, Consult Received Time, Consult Received Wrap Time, Consult Received Warm Time metrics.		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Disposition		
Metric name: Hold		Folder: 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

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Hold Time

Folder:

Agent > Activity > Queue

Description: The total amount of time that agents had customer interactions distributed from this queue on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.

Calculation:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Agent Queue Report

Metric name: Influence Score

Folder:

Agent > Activity > Queue

Description: The total score that represents the customer clout that has amassed on social networks for customer interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Invite

Folder:

Agent > Activity > Queue

Description: The total number of customer interactions that were distributed from this queue that alerted or rang at this agent before the interactions were accepted plus the total number of dials that the agent performed, where the calls were successfully established.

This metric is attributed to the interval in which the alerting/dialing first occurred. The dialing component of this metric applies to voice media only.

Calculation:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

This metric is not used in any reports.

Folder:

Metric name: Invite Time		Agent > Activity > Queue
<p>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.</p> <p>For the alerting component of this metric, interactions do not have to be established for this metric to be incremented. For the dialing component, dial duration is measured for established calls only. This metric is attributed to the interval in which the alerting/dialing first occurred.</p>		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number		
Metric type: Disposition		
Metric name: Not Accepted		Folder: Agent > Activity > Queue
<p>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.</p> <p>This metric includes interactions that the customer abandoned while they were alerting at the agent.</p>		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number		
Metric type: Disposition		
Metric name: Offered		Folder: Agent > Activity > Queue
<p>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).</p> <p>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.</p>		
Calculation:		Used in: • Agent Group Queue Business Attribute Report
Media type: All		
Data type: Number		
Metric type: Disposition		
		Folder:

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

Metric name: Offered with Sentiment		Folder: Agent > Activity > Queue
Description: The total number of customer interactions that were distributed from this queue and handled by this agent for which sentiment scores were recorded.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Rejected		Folder: 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: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Responded Unique		Folder: 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: This metric is not used in any reports.
Media type: All		
Data type: Number Metric type: Disposition		
Metric name: Responses		Folder: Agent > Activity > Queue
Description: For interactions distributed from this queue, this metric represents: <ul style="list-style-type: none"> 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

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Revenue
Folder:

Agent > Activity > Queue

Description: The total revenue that is generated during the interval by customer interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Satisfaction
Folder:

Agent > Activity > Queue

Description: The sum of numerical scores of customer satisfaction that were attributed to customer interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Sentiment Score
Folder:

Agent > Activity > Queue

Description: The total score reflecting the attitude expressed by customers for interactions that were distributed from this queue and handled by this agent.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Short
Folder:

Agent > Activity > Queue

Description: The total number of times that customer interactions were accepted by this agent and then released, transferred, or stopped within the short-engagement threshold.

This metric relies on the value of the **short-engagement** (short-talk) option as configured in the **[agg-gim-thld-AGENT-IXN]** section.

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

This metric is not used in any reports.

Metric name: Start Date Time Key

Folder:

Agent > Activity > Queue

Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_AGENT_QUEUE hierarchy.

Calculation:

Media type: All

Data type: Number

Metric type:

Used in:

This metric is not used in any reports.

Metric name: Transfer Initiated Agent

Folder:

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:		Used in: This metric is not used in any reports.
Media type: Voice		
Data type: Number Metric type: Disposition		
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:		Used in: <ul style="list-style-type: none"> Agent Queue Report
Media type: Voice		
Data type: Number Metric type: Disposition		

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 DateTime Key		Folder: Agent > Detail > Ixn State
Description: This metric is reserved for internal use to employ a key for a particular date and time from the AG2_QUEUE or AG2_QUEUE_GRP hierarchies.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type:		

Folder: Agent > Detail > Session

Metric name: Active Time		Folder: Agent > Detail > Session
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: <ul style="list-style-type: none"> Agent Login-Logout Details Report
Media type: All Data type: Number Metric type: Detail		
Metric name: Group Combination Detail Session		Folder: Agent > Detail > Session
Description: 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:		Used in:
Media type: All		

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

Folder: Agent > Detail > State

Metric name: Duration		Folder: Agent > Detail > State
Description: The difference between the beginning and end of the agent's interaction-related state.		
Calculation:		Used in: <ul style="list-style-type: none"> Agent State Details Report
Media type: All Data type: Number Metric type: Detail		
Metric name: Reason Time		Folder: Agent > Detail > State
Description: The total amount of time that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment at which the agent enters this state-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:		Used in: <ul style="list-style-type: none"> Agent State Details Report
Media type: All Data type: Number Metric type: Detail		

Folder: Agent > Group Membership

Metric name: Start Date Time Key		Folder: Agent > Group Membership
Description: This metric is reserved for internal use to employ a key for a particular date and time from the RESOURCE_GROUP_FACT hierarchy.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Group Membership Details Report
Media type: All		
Data type: Number Metric type:		

Folder: Agent > State and Reason

There are no metrics in this folder.

Folder: Agent > State and Reason > Interaction State

Metric name: % Consult Received Time		Folder: Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent on collaborations or consult interactions that the agent received, relative to the total duration within the interval of this agent's active session on a particular media channel.		
Calculation: Calculated based on the Interaction State > Consult Received Time and Summarized State > Active Time metrics.		Used in: <ul style="list-style-type: none">Agent Interval Based ReportAgent Summary Activity Report (Interaction)
Media type: All (Except Chat)		
Data type: Number Metric type: Interval		

Metric name: % Engage Time		Folder: Agent > State and Reason > Interaction State
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Description: The percentage of time within the interval that this agent was engaged with customers, relative to the total duration within the interval of the agent's active session on a particular media channel.		
Calculation: Calculated based on the Interaction State > Engage Time and Summarized State > Active Time metrics.		Used in: <ul style="list-style-type: none"> • Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Media type: All Data type: Number Metric type: Interval		
Metric name: % Hold Time		Folder: Agent > State and Reason > Interaction State
Description: The percentage of time that this agent had customer interactions on hold within the interval, relative to the total duration of the agent's active session within the interval.		
Calculation: Calculated based on the Interaction State > Hold Time and Summarized State > Active Time metrics.		Used in: <ul style="list-style-type: none"> • Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Media type: Voice Data type: Number Metric type: Interval		
Metric name: % Invite Time		Folder: Agent > State and Reason > Interaction State
Description: 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.		
Calculation: Calculated based on the Invite Time Interaction State and Active Time Summarized State metrics.		Used in: <ul style="list-style-type: none"> • Agent Interaction State • Agent Summary Activity Report (Interaction)
Media type: All Data type: Number Metric type: Interval		
Metric name: % Ixn Wrap Time		Folder: Agent > State and Reason > Interaction State
Description: The percentage of time within the interval that this agent spent in ACW (Wrap) state		

associated with customer calls, relative to the total duration of the agent's active session within the interval.

Calculation: Calculated based on the Ixn Wrap Time Interaction State and Active Time Summarized State metrics.

Media type: Voice

Data type: Number
Metric type: Interval

Used in:

- Agent Interaction State
- Agent Interval Based Report
- Agent Summary Activity Report (Interaction)

Metric name: % Not Ready In Time

Folder:

Agent > State and Reason > Interaction State

Description: The percentage of time that this agent spent on 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:

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 percentage of time that this agent spent on customer interactions that were dialed within the interval while the agent was in the NotReady state, relative to the agent's total NotReady duration within the interval.

Calculation: Calculated based on the Not Ready Out Time Interaction State and the Not Ready Time Summarized State metrics.

Media type: All

Data type: Number
Metric type: Interval

Used in:

- Agent Not Ready Report

Metric name: % Wrap In Time

Folder:

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 DN's were in ACW (Wrap) state, relative to the DN's total ACW state duration within the interval.

Calculation: Calculated based on the Wrap In Time Interaction State and the Wrap Time Summarized State metrics.

Used in:

Media type: Voice, Chat Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> Agent Wrap Report
Metric name: % Wrap Out Time		Folder: Agent > State and Reason > Interaction State
Description: The percentage of time that this agent spent on customer interactions that the agent dialed within the interval while the agent's DNs were in ACW (Wrap) state, relative to the DNs' total duration in the ACW summarized state within the interval		
Calculation: Calculated based on the Wrap Out Time Interaction State and the Wrap Time Summarized State metrics.		Used in: <ul style="list-style-type: none"> Agent Wrap Report
Media type: Voice Data type: Number Metric type: Interval		
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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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
Media type: All Data type: Number Metric type: Disposition		

		<ul style="list-style-type: none"> • 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 Eventually		Folder: Agent > State and Reason > Interaction State
Description: The total number of customer interactions and consultations (warm or simple) that were accepted by this agent.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Interval		
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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Agent Group Business Attribute Report • Agent Interval Based Report • Agent Utilization Report
Media type: All (except Chat) Data type: Number Metric type: Disposition		
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:

Media type: Voice

Data type: Number
Metric type: Disposition

Used in:

- Agent Performance Dashboard
- Agent Report

Metric name: Engage Time

Folder:

Agent > State and Reason > Interaction State

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

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

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

Calculation:

Media type: All

Data type: Number

Metric type: Disposition

Used in:

- Agent Group Business Attribute Report
- Agent Interaction State
- Agent Interval Based Report
- Agent Outbound Campaign Report
- Agent Performance Dashboard
- Agent Report
- Agent Summary Activity Report (Interaction)
- Supervisor Dashboard

Metric name: Group Combination

Folder:

Agent > State and Reason > Interaction State

Description: 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

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

Calculation:

Media type: Voice

Data type: Number

Metric type: Disposition

Used in:

- Agent Interval Based Report
- Agent Performance Dashboard
- Agent Report

		<ul style="list-style-type: none"> • Agent Utilization Report
Metric name: Hold Time		Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that this agent (or agents in this agent group) had customer interactions on hold. This metric counts all held durations for interactions, whether they were placed on hold once or more than once.		
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Disposition		<ul style="list-style-type: none"> • Agent Group Business Attribute Report • Agent Interval Based Report • Agent Outbound Campaign Report • Agent Performance Dashboard • Agent Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Metric name: Invite Time		Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that customer interactions alerted at this agent (or at agents who belong to this agent group), plus the total duration of the dialing that the agents performed.		
<ul style="list-style-type: none"> • 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 style="list-style-type: none"> • Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Metric name: Ixn Busy Time		Folder: Agent > State and Reason > Interaction State

Description: The total amount of time within the interval that this agent was busy processing interactions. The time that an agent is busy is calculated as the sum of dialing for established interactions and alerting duration (Invite Time), engage/talk duration, hold duration, ACW (Wrap) duration (for interaction-related ACW), and amount of time that the agent spent processing consult interactions that the agent received. This metric excludes Ringing Time, Consult Ixn Wrap Time, Consult Invite Time, and Invite Time for Abandoned Inviting.		
Calculation: Calculated based on the Invite Time, Engage Time, Hold Time, Ixn Wrap Time, and Consult Received Time Interaction State metrics.		Used in: <ul style="list-style-type: none"> • Agent Interaction State • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Media type: All Data type: Number Metric type: Interval		
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:		Used in: <ul style="list-style-type: none"> • Agent Interval Based Report
Media type: All Data type: Number Metric type: Interval		
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: <ul style="list-style-type: none"> • Agent Interaction State • Agent Interval Based Report • Agent Summary Activity Report (Interaction) • Supervisor Dashboard
Media type: All Data type: Number Metric type: Interval		
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

Used in:

This metric is not used in any reports.

Metric name: Not Ready In

Folder:

Agent > State and Reason > Interaction State

Description: The total number of times that this agent was 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

Folder:

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:

Media type: All

Data type: Number
Metric type: Disposition

Used in:

- Agent Activity
- Agent Interaction Hierarchy Report
- Agent Performance Dashboard
- Agent Report
- Agent Task Dashboard
- Agent Utilization Email Report
- Agent Utilization Report
- Predictive Routing Agent Dashboard
- Predictive Routing Agent Occupancy Report (Active Time and Predictive)
- Supervisor Dashboard

		<ul style="list-style-type: none"> • Task Routing Agent Activity • Task Routing Agent Group Activity
Metric name: Wrap In		Folder: Agent > State and Reason > Interaction State
Description: The total number of times that this agent received customer calls while in ACW (Wrap) state.		
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Interval		<ul style="list-style-type: none"> • Agent Utilization • Agent Wrap Report
Metric name: Wrap In Time		Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that this agent spent handling customer calls that the agent answered while in ACW (Wrap) state. This duration includes alert (ring) time, hold time, and time of engagement.		
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Interval		<ul style="list-style-type: none"> • Agent Wrap Report
Metric name: Wrap Out		Folder: Agent > State and Reason > Interaction State
Description: The total number of times that this agent placed calls while in ACW (Wrap) state. Consultations that the agent participated in while in ACW state are excluded from this metric.		
Calculation:		Used in:
Media type: Voice Data type: Number Metric type: Interval		<ul style="list-style-type: none"> • Agent Wrap Report
Metric name: Wrap Out Time		Folder: Agent > State and Reason > Interaction State
Description: The total amount of time that this agent spent handling internal or outbound interactions that the agent initiated while in ACW (Wrap) state. This duration includes dial time, hold time, and time of engagement, but excludes consultations that the agent participated in while in ACW state.		

Calculation:		Used in:
Media type: Voice		
Data type: Number Metric type: Interval		

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

Metric name: Active		Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The total amount of time attributable to the interval between the beginning and end of the agent(s) login session(s) on a particular media channel.		
Calculation:		Used in:
Media type:		
Data type: Metric type: Interval		

Metric name: Agent Score		Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The sum of the score of the agents to whom the interactions were routed.		
Calculation:		Used in:
Media type:		
Data type: Number Metric type: Interval		

Metric name: Avg Agent Score		Folder: Agent > State and Reason > Interaction State > Interaction Predictive Routing
Description: The average agent score during the period when Predictive Routing was active.		
Calculation: Calculated based on the Agent Score (gpmAgentScore), divided by the total number of interactions where Predictive Routing was active.		Used in:
Media type:		
Data type:		

Metric type: Interval	Report (Active Time and Predictive)
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Folder: Agent > State and Reason > Summarized State

Metric name: % Busy Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of the agent's time accounted for by the sum of all interaction-processing activities.		
Calculation: Calculated based on the Busy Time and Active Time Summarized State metrics.		Used in:
Media type: All Data type: Number Metric type: Interval		<ul style="list-style-type: none"> • 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 • Task Routing Agent Summary Activity

Metric name: % Not Ready Reason Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code, relative to the agent's total NotReady duration within the interval for a particular media channel. If no reason codes have been set up in your environment, this metric returns 0.		
Calculation: Calculated based on the Not Ready Reason Time and Not Ready Time Summarized State metrics.		Used in:
Media type: All Data type: Number		<ul style="list-style-type: none"> • Agent Not Ready Reason Code Report

Metric type: Interval		
Metric name: % Not Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time within the interval that this agent's state was NotReady, relative to the total duration within the interval of the agent's active session on a particular media channel.		
Calculation: 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 style="list-style-type: none"> • Agent Not Ready Reason Code Report • Agent Not Ready Report • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
Metric name: % Occupancy		Folder: Agent > State and Reason > Summarized State
Description: 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.		Used in:
Media type: All Data type: Number Metric type: Interval		<ul style="list-style-type: none"> • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Utilization

		<ul style="list-style-type: none"> • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Active Time & Predictive) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
Metric name: % Omni Busy Time		Folder: 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: <ul style="list-style-type: none"> • Agent Omnichannel Activity Report
Media type: Data type: Metric type: Interval		
Metric name: % Omni Not Ready Time		Folder: 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: <ul style="list-style-type: none"> • Agent Omnichannel Activity Report
Media type: Data type: Metric type: Interval		
Metric name: % Omni Occupancy		Folder: 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.		
Calculation: Calculated as AGT_I_MN_SESS_STATE.ACTIVE_TIME minus AGT_I_MN_SESS_STATE.READY_TIME and		Used in: This metric is not used in any reports.

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		
Metric name: % Omni Other State Time		Folder: Agent > State and Reason > Summarized State
<p>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.</p> <p>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.</p>		
Calculation: Calculated based on the the Other State Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metric.		Used in: <ul style="list-style-type: none"> Agent Omnichannel Activity Report
Media type: All Data type: Number Metric type: Interval		
Metric name: % Omni Ready Time		Folder: Agent > State and Reason > Summarized State
<p>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.</p>		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Omnichannel Activity Report
Media type: Data type: Metric type: Interval		
Metric name: % Omni Wrap Time		Folder: Agent > State and Reason > Summarized State
<p>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.</p>		
Calculation: Calculated based on the the Wrap Time and AGT_I_MN_SESS_STATE.ACTIVE_TIME metrics.		Used in: <ul style="list-style-type: none"> Agent Omnichannel Activity Report
Media type: Data type: Metric type: Interval		

Metric name: % Other State Time		Folder: Agent > State and Reason > Summarized State
<p>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.</p> <p>The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DN's into the Ready state upon login.</p>		
Calculation: Calculated based on the Other State Time and Active Time Summarized State metrics.		Used in:
<p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Interval</p>		<ul style="list-style-type: none"> • 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
Metric name: % Ready Time		Folder: Agent > State and Reason > Summarized State
<p>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.</p>		
Calculation: Calculated based on the Ready Time and Active Time Summarized State metrics.		Used in:
<p>Media type: All</p> <p>Data type: Number</p> <p>Metric type: Interval</p>		<ul style="list-style-type: none"> • 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

		<ul style="list-style-type: none"> Task Routing Agent Summary Activity
Metric name: % Wrap Time		Folder: Agent > State and Reason > Summarized State
Description: The percentage of time that this agent spent in ACW (Wrap) state within the interval, relative to the total duration of the agent's active session within the interval.		
Calculation: Calculated based on the Wrap Time and Active Time Summarized State metrics.		Used in: <ul style="list-style-type: none"> Agent Summarized State Agent Summary Activity Report (Active) Agent Wrap Report Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Interaction Time) Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity
Media type: Voice Data type: Number Metric type: Interval		
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: <ul style="list-style-type: none"> Agent Interval Based Report Agent Not Ready Report Agent Summarized State Agent Summary Activity Email Report Agent Summary Activity Report (Active) Agent Task Dashboard
Media type: All Data type: Number Metric type: Interval		

		<ul style="list-style-type: none"> • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Active Time & Predictive) • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
Metric name: Busy		Folder: Agent > State and Reason > Summarized State
Description: The total number of times that this agent was in the Busy state within the interval in order to process interactions including consultations and excluding after-call work.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Interval		
Metric name: Busy Time		Folder: Agent > State and Reason > Summarized State
Description: The total duration 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: <ul style="list-style-type: none"> • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary
Media type: All Data type: Number Metric type: Interval		

		Activity <ul style="list-style-type: none"> Task Routing Agent Summary Activity
Metric name: Not Ready		Folder: Agent > State and Reason > Summarized State
Description: The total number of times within the interval that this agent was in the NotReady state on a particular media channel.		
Calculation:		Used in: This metric is not used in any reports.
Media type: All Data type: Number Metric type: Interval		
Metric name: Not Ready Reason Count		Folder: Agent > State and Reason > Summarized State
Description: The total number of times within the interval that this agent was in the NotReady state on a particular media channel (including instances of Do Not Disturb, if configured) for this reason.		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Not Ready Reason Code Report
Media type: All Data type: Number Metric type: Interval		
Metric name: Not Ready Reason Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time within the interval that this agent was in the NotReady state on a particular media channel (including Do Not Disturb duration, if configured) for the specified reason.		
Calculation:		Used in: <ul style="list-style-type: none"> Agent Not Ready Reason Code Report
Media type: All Data type: Number Metric type: Interval		
Metric name: Not Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time within the interval that this agent was in the NotReady state for a particular media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.		

Calculation:		Used in: <ul style="list-style-type: none"> • Agent Not Ready Reason Code Report • Agent Not Ready Report • Agent Summarized State • Agent Summary Activity Email Report • Agent Summary Activity Report (Active) • Agent Task Dashboard • Agent Wrap Report • Predictive Routing Agent Occupancy • Predictive Routing Agent Occupancy Report (Interaction Time) • Supervisor Dashboard • Task Routing Agent Group Summary Activity • Task Routing Agent Summary Activity
Media type: All Data type: Number Metric type: Interval		
Metric name: Omni Active Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time attributable to the interval between the beginning and end of this agent's login session(s), regardless of media channel. In the scenario in which an agent logs into multiple switches, DN's, and/or queues, this metric starts the moment at which the agent logs in to the first switch/ DN/queue (if this login falls within the interval) and ends at the moment at which the agent is no longer logged in to any switch/ DN/queue (if logout falls within the interval).		
Calculation:		Used in: <ul style="list-style-type: none"> • Agent Omnichannel Activity Report
Media type: Data type: Metric type:		
Metric name: Omni Busy		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Busy state, regardless of media channel		
Calculation:		Used in: <ul style="list-style-type: none"> • Agent Omnichannel Activity Report
Media type: Data type: Metric type:		

Metric name: Omni Busy Time		Folder: Agent > State and Reason > Summarized State
Description: The total duration 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, regardless of media channel.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		
Data type: Metric type:		
Metric name: Omni Not Ready		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Not Ready state, regardless of media channel.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		
Data type: Metric type:		
Metric name: Omni Not Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time within the interval that this agent was in the NotReady state, regardless of media channel (including Do Not Disturb duration, if configured) regardless of whether a reason was indicated.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		
Data type: Metric type:		
Metric name: Omni Other State Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time that the agent state was neither Ready nor NotReady after login, regardless of 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:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		

Data type: Metric type:		
Metric name: Omni Ready		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Ready state, regardless of media channel.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		
Data type: Metric type:		
Metric name: Omni Ready Time		Folder: Agent > State and Reason > Summarized State
Description: The total amount of time that this agent was in the Ready state, regardless of media channel.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type:		
Data type: Metric type:		
Metric name: Omni Wrap		Folder: Agent > State and Reason > Summarized State
Description: The number of times the agent entered the Wrap state, regardless of media channel.		
Calculation:		Used in: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type: All		
Data type: Number Metric type:		
Metric name: Omni Wrap Time		Folder: Agent > State and Reason > Summarized State
Description: 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: <ul style="list-style-type: none">Agent Omnichannel Activity Report
Media type: All		

Data type: Number Metric type: Interval		
Metric name: Other State Time	Folder: Agent > State and Reason > Summarized State	
Description: The total amount of time 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.	Used in: <ul style="list-style-type: none"> Agent Summarized State Agent Summary Activity Report (Active) Agent Task Dashboard Predictive Routing Agent Occupancy Predictive Routing Agent Occupancy Report (Interaction Time) Supervisor Dashboard Task Routing Agent Group Summary Activity Task Routing Agent Summary Activity 	
Media type: All Data type: Number Metric type: Interval		
Metric name: Ready	Folder: Agent > State and Reason > Summarized State	
Description: The total number of times within the interval that this agent was in the Ready state on a particular media channel.		
Calculation:	Used in:	
Media type: All Data type: Number Metric type: Interval	This metric is not used in any reports.	
Metric name: Ready Time	Folder: Agent > State and Reason > Summarized State	
Description: The total amount of time that this agent was in the Ready state for a particular media type.		
Calculation:	Used in:	
Media type:		

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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.

Used in:

- Agent Summary Activity Report

Media type: All

Data type: Number
Metric type: Interval

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
- Predictive Routing Agent Occupancy
- Predictive Routing Agent Occupancy Report (Interaction Time)
- Supervisor Dashboard
- Task Routing Agent Group Summary Activity
- Task Routing Agent Summary Activity

Media type:

Data type:
Metric type: Interval

