Real-time Reporting with Pulse

eServices statistics

5/5/2026

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- Supervisor

Definitions of available eServices statistics you can include in reports.

Related documentation:
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Report	Statistic	Definition
Chat Agent Activity	Login Time	The total time that monitored agents were logged in. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Chat Agent Activity	Ready Time	The total time this agent spent waiting for the next chat in Ready state.
Chat Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for chat media.
Chat Agent Activity	Ringing Time	The total amount of time that chat popup was alerting the agent desktop. In case if Agent handles several chats in parallel only first Chat Inviting time will be counted in this statistic.
Chat Agent Activity	Handle Time	The total amount of time the agent spent handling chats. The duration is not limited to the chat focus time. If Agent handles multiple chats in parallel they will be counted multiple times.
Chat Agent Activity	AHT	The average amount of time the agent spent handling chat The duration is not limited to the chat focus time.
Chat Agent Activity	% Occupancy	The ratio of time handling chat sessions to the total login time of the Agent. If agent handles multiple Chats in parallel this statistic can be greater than 100%.
Chat Agent Activity	Offered	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	Offered (15m)	The total number of chats that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Chat Agent Activity	% Accepted	The percentage of chats accepted by the agent based on total of chats offered.
Chat Agent Activity	% Rejected	The percentage of chats rejected by the agent based on total chats offered.

Report	Statistic	Definition
Chat Agent Activity	% Missed	The percentage of chats missed by the agent based on total chats offered.
Chat Agent Activity	Accepted	The total number of chats that were offered for processing and that were accepted by Agent during the specified period.
Chat Agent Activity	Accepted (15m)	The total number of chats that were offered for processing and that were accepted by agent during the specified period.
Chat Agent Activity	Rejected	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Rejected (15m)	The total number of chats that were offered for processing and that were rejected during the specified period.
Chat Agent Activity	Missed	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	Missed (15m)	The total number of chats that were offered for processing and that were missed during the specified period.
Chat Agent Activity	% Trans Made	The percentage of chats transfered to another agent based on total of chats offered.
Chat Agent Activity	Transfers Made	The total number of chat transfers made by this agent or agent group during the specified period. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Chat Agent Activity	Short	The total number of times Agent completed chat sessions within less than specified duration.
Chat Agent Activity	Concurrent Chats	The total number of concurrent chats currently happening.
Chat Agent Activity	Avg Chat Duration	Average duration spent with a customer while handling a chat session.
Chat Agent Activity	Min Chat Duration	Minimum duration spent with a customer while handling a chat session.
Chat Agent Activity	Max Chat Duration	Maximum duration spent with a customer while handling a chat session.
Chat Agent Activity	Chat Duration	Total duration spent with a customer while handling a chat session.
Chat Agent Activity	Customer Avg Wait	Avg customer wait for agent while handling a chat session.
Chat Agent Activity	Customer Max Wait	Max customer wait for agent while handling a chat session.
Chat Agent Activity	Avg Greeting Time	Avg duration before first agent greeting while handling a chat session.
Chat Agent Activity	Max Greeting Time	Max duration before first agent greeting while handling a chat session.
Chat Agent Activity	Avg Response Time	Average time it takes for agent to reply to a customer while handling a chat session.
Chat Agent Activity	Max Response Time	Maximum time it takes for agent to reply to a customer while handling a chat session.

Report	Statistic	Definition
Chat Agent Activity	Avg Message Size	Average size of the message sent by agent while handling a chat session.
Chat Agent Activity	Agent Reply Total Number	Total number of repllies sent by the agent to the customer.
Chat Agent Activity	Agent Reply Total Time	Total time an agent spent replying to a customer.
Chat Agent Activity	Total Agent Message Size	Total number of symbols agent typed in message.
Chat Agent Activity	Total Agent Message Count	Total number of messages sent by agent.
Chat Queue Activity	Service Level	A ratio of chats accepted to chat requested.
Chat Queue Activity	Requested	Total number of Chats Requested.
Chat Queue Activity	Accepted	Total number of Chats Accepted by Agent.
Chat Queue Activity	Abandoned	Total number of chats that were abandoned while waiting.
Chat Queue Activity	Requested (15m)	Total number of Chats Requested.
Chat Queue Activity	Accepted (15m)	Total number of Chats Accepted by Agent.
Chat Queue Activity	Current Wait	Current number of Chats waiting to be accepted.
Chat Queue Activity	Wait Time	Total time chat spent waiting before being abandoned or accepted by Agent.
Chat Queue Activity	AWT	Avg time chat spent waiting before being abandoned or accepted by Agent.
Email Agent Activity	Login Time	The total time that monitored agents were logged in.. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
Email Agent Activity	Ready Time	The total time this agent spent waiting for the next email.
Email Agent Activity	Not Ready Time	The total time this agent spent in a not Ready status for email media.
Email Agent Activity	% Email Occupancy	The ratio of time handling email sessions to the total login time of the Agent.
Email Agent Activity	Ringing Time	The total amount of time that email popup was alerting the agent desktop.
Email Agent Activity	Handle Time	The total amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent Activity	AHT	The average amount of time the agent spent handling email (The duration is not restricted to the agent focus time).
Email Agent	Offered	The total number of emails that were offered for processing to this

Report	Statistic	Definition
Activity		resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	Offered (hr)	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Email Agent Activity	% Accepted	The percentage of emails accepted by the agent based on total of emails proposed.
Email Agent Activity	% Rejected	The percentage of emails rejected by the agent based on total of emails proposed.
Email Agent Activity	% Missed	The percentage of emails missed by the agent based on total of emails proposed.
Email Agent Activity	Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Accepted (hr)	The total number of emails that were offered for processing and that were accepted during the specified period.
Email Agent Activity	Rejected	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Rejected (hr)	The total number of emails that were offered for processing and that were rejected during the specified period.
Email Agent Activity	Missed	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Missed (hr)	The total number of emails that were offered for processing and that were missed during the specified period.
Email Agent Activity	Done	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	Done (hr)	The total number of inbound emails that were terminated by an agent or agent group during the specified period.
Email Agent Activity	% Done	The percentage of emails terminated by the agent based on total of emails proposed.
Email Agent Activity	% Trans Made	The percentage of emails transfered to another agent based on total of emails proposed.
Email Agent Activity	Transfers Made	The total number of email transfers made by this agent or agent group during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group. This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
Email Agent Activity	Unsolicited sent	The total number of emails sent by the agent without being solicited by customers.
Email Queue Activity*	Entered	The total number of email interactions that entered the queue during the specified period.
Email Queue Activity*	Stopped	The total number of email interactions for which processing has stopped while in this queue during the reported time period.
Email Queue	Moved	The total number of emails that were moved from this queue to any

Report	Statistic	Definition
Activity*		other queue during the specified period.
Email Queue Activity*	Max Processed	The maximum number of emails that either were awaiting processing or were in processing within the contact center during the specified period.
Email Queue Activity*	Min Processed	The minimum number of emails that were either waiting processing or in processing within the specified period.
eServices Agent Activity	Utilization	The percentage of time an agent was active processing contacts as compared to current time.
eServices Agent Activity	Login Time	The total time that monitored agents were logged in.
eServices Agent Activity	Email In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Email Offered	The total number of emails that were offered for processing to this resource or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Email Accepted	The total number of emails that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Email Processed	The total number of emails handled and processed by an agent or agent group during the specified period.
eServices Agent Activity	Email Process Time	The total amount of time the agents/agent groups spent processing email and SMS transactions.
eServices Agent Activity	Chat In Process	The total number of interactions being handled by this resource at the moment of measurement. Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.
eServices Agent Activity	Chat Offered	The total number of chats that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Chat Accepted	The total number of chats that were offered for processing and that were accepted during the specified period.
eServices Agent Activity	Chat Processed	The total number of Chats handled and processed by an agent or agent group during the specified period.
eServices Agent Activity	Chat Process Time	The total amount of time the agent/agent groups spent processing chat transactions.
eServices Agent Activity	Social in Process	The total number of current interactions being handled by this resource at the moment of measurement.
eServices Agent Activity	Social Offered	The total number of social Media interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
eServices Agent Activity	Social Accepted	The total number of social Media interactions that were offered for processing and that were accepted during the specified period.
eServices Agent	Social	The total number of Social Media interactions handled by an agent

Report	Statistic	Definition
Activity	Processed	at this place or this agent at his desktop during the specified period.
eServices Agent Activity	Social Process Time	The total amount of time the agent/agent group spent processing social media transactions.
eServices Queue KPIs*	Email Waiting	The Total Number of Email interactions that are currently waiting to be processed.
eServices Queue KPIs*	Email In Process	The Total Number of Email interactions that are currently being processed.
eServices Queue KPIs*	Email In Queue	The Total Number of Email interactions that are currently in Interaction Queue.
eServices Queue KPIs	Chat Waiting	The Total Number of Chat interactions that are currently waiting to be processed.
eServices Queue KPIs	Chat In Process	The Total Number of Chat interactions that are currently being processed.
eServices Queue KPIs	Chat In Queue	The Total Number of Chat interactions that are currently waiting to be processed and that are currently being processed.
eServices Queue KPIs	Social Waiting	The Total Number of Social Media interactions that are currently waiting to be processed.
eServices Queue KPIs	Social In Process	The Total Number of Social Media interactions that are currently being processed.
eServices Queue KPIs	Social In Queue	The Total Number of Social Media interactions that are currently in Interaction Queue.
eServices Queue KPIs	Work Item Waiting	The Total Number of Work Item interactions that are currently waiting to be processed.
eServices Queue KPIs	Work Item In Process	The Total Number of Work Item interactions that are currently being processed.
eServices Queue KPIs	Work Item In Queue	The Total Number of Work Item interactions that are currently in Interaction Queue.
Facebook Media Activity	Offered	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	Offered (60m)	The total number of posts that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Facebook Media Activity	% Accepted	The percentage of posts accepted by the agent based on total of Facebooks offered.
Facebook Media Activity	% Rejected	The percentage of posts rejected by the agent based on total Facebooks offered.
Facebook Media Activity	% Missed	The percentage of posts missed by the agent based on total Facebooks offered.
Facebook Media Activity	Accepted	The total number of posts that were offered for processing and that were accepted by Agent during the specified period.
Facebook Media Activity	Accepted (60m)	The total number of posts that were offered for processing and that were accepted by agent during the specified period.

Report	Statistic	Definition
Facebook Media Activity	Rejected	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Rejected (60m)	The total number of posts that were offered for processing and that were rejected during the specified period.
Facebook Media Activity	Missed	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Missed (60m)	The total number of posts that were offered for processing and that were missed during the specified period.
Facebook Media Activity	Concurrent Facebooks	The total number of concurrent Facebooks currently happening.
Twitter Media Activity	Offered	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	Offered (60m)	The total number of Tweets that were offered for processing to this agent or agent group during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.
Twitter Media Activity	% Accepted	The percentage of Tweets accepted by the agent based on total of Twitters offered.
Twitter Media Activity	% Rejected	The percentage of Tweets rejected by the agent based on total Twitters offered.
Twitter Media Activity	% Missed	The percentage of Tweets missed by the agent based on total Twitters offered.
Twitter Media Activity	Accepted	The total number of Tweets that were offered for processing and that were accepted by Agent during the specified period.
Twitter Media Activity	Accepted (60m)	The total number of Tweets that were offered for processing and that were accepted by agent during the specified period.
Twitter Media Activity	Rejected	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Rejected (60m)	The total number of Tweets that were offered for processing and that were rejected during the specified period.
Twitter Media Activity	Missed	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Missed (60m)	The total number of Tweets that were offered for processing and that were missed during the specified period.
Twitter Media Activity	Concurrent Twitters	The total number of concurrent Twitters currently happening.

[*]For Engage cloud Email, released on March 31, 2021, only emails that have entered the Routing state are shown in Genesys Pulse reports. Emails in the Universal Queue that are not yet routed are not included. Use the Monitor work items and emails in Workload Manager for email backlog dashboards.