Reporting Technical Reference

7.6 Solution Reporting Templates

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Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

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Preface

Welcome to the *Solution Reporting Templates* book of the *Reporting Technical Reference* series. This document introduces you to the concepts, terminology, and procedures relevant to reporting within a Genesys environment.

This guide is valid only for the 7.6 release(s) of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface provides an overview of this guide, identifies the primary audience, introduces document conventions, and lists related reference information:

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on .

The Reporting Technical Reference Series

This *Solution Reporting Templates* is the third of four books in the *Reporting Technical Reference* series. The other books are:

- *Reporting Technical Reference 7.6 Overview*
- *Reporting Technical Reference 7.6 Customization*
- *Reporting Technical Reference 7.6 Data Mart Conceptual Data Model*

This book describes nearly every aspect of the Genesys-provided reporting templates for Genesys Universal Routing (which consists of Enterprise Routing and Network

Routing), Genesys eServices (which consists of Email, Web Media, Open Media, and Voice channels), Genesys SIP Instant Messaging, and Genesys Outbound Contact. To learn how to tailor these templates, refer to the *Customization* book of the *Reporting Technical Reference* series.

Intended Audience

This document, primarily intended for advanced contact center and database administrators, assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

You should also be familiar with database technology and operation of CCPulse+ and CC Analyzer, including SAP Crystal Reports 14.

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You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

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Navigating This Document

The introductory material of each section describes its relation to CCPulse+ or CC Analyzer and sets the stage for understanding that section's elements. (The elements of the CC Analyzer ODS Layout Templates section, for example, are ODS layout templates.) The elements are presented in miniature forms—one for each element—on the several pages following their introduction. Each form within a section collects the same information as the next form—only its values change from element to element.

Figure 1 shows the form that is used to describe CCPulse+ metrics.

STAT TYPE		STATISTICAL GROUP	SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
HISTORICAL ASSOCIATION		DESCRIPTION					
CALLING TEMPLATE							

Figure 1:   Form Used to Describe Each CCPulse+ Metric

The forms also contain hyperlinks to other pages in other sections where the subject is further discussed allowing you to drill down for more information. For example, let's say that ultimately you want more information about a performance metric listed in the `QueueView` CCPulse+ template of your Outbound Contact Solution. For example:

1. Selecting the Solution-Provided Templates hyperlink from the Table of Contents on page 3, takes you to page 11, where you see the `Outbound Contact` hyperlink.

2. Clicking this link takes you to page 14 where you see the Outbound Contact form listing all the templates provided by this solution.

3. Clicking the `QueueView` hyperlink listed in the Real-Time Templates area of the form takes you to page 33, where the QueueView form lists the metrics and provides a description of the `QueueView` real-time template.

4. Clicking the `%Distrib` metric listed under the `Performance` category of the QueueView form takes you to page 145, where the real-time `%Distrib` metric is described in the form of the same name.

5. Finally, clicking the `DistribCallsPercentage` hyperlink listed under the Stat Type area of this form takes you to page 375, where the DistribCallsPercentage form displays and describes the `DistribCallsPercentage` stat type in full.

This format, in conjunction with Adobe Reader's navigation capabilities, enables you to jump back and forth between the templates, layouts, metrics, and statistical parameters. In this way, you can drill down to the most granular level and study a stat type's definition, for instance. The Adobe Reader 8.0 Page Navigation toolbar includes `Go to Previous View` and `Go to Next View` buttons, as well as other standard navigation buttons, to help you traverse the document.

> **Note:** This toolbar may appear differently in other versions of Adobe Reader.

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If you have purchased support directly from Genesys, please contact Genesys Technical Support. Before contacting technical support, please refer to the *Genesys Technical Support Guide* for complete contact information and procedures.

Chapter Summaries

This chapter describes the out-of-box, or "canned," templates provided with your Genesys solutions for CC Analyzer and CCPulse+. The chapter contains 13 sections that provide an in-depth analysis of each layer of both products, and that facilitate your comprehension of the material presented. In a top-down fashion from real-time to historical, the chapters of this book are:

- Chapter 1, "Solution-Provided Templates," beginning on page 11—listing the CCPulse+ and CC Analyzer templates provided with each solution and solution option.
- Chapter 2, "CCPulse+ Templates," beginning on page 17—describing each solution-provided CCPulse+ template and listing its metrics.
- Chapter 3, "CCPulse+ Query-Based Templates," beginning on page 37—describing each CCPulse+ query-based template for GIM Inbound Voice, listing its metrics, and providing a corresponding SQL query
- Chapter 4, "Solution-Provided Metrics," beginning on page 63—listing, as applicable, the real-time, historical, and query-based metrics provided with CCPulse+ and CC Analyzer templates for each solution and solution option.
- Chapter 5, "CC Analyzer Report Templates," beginning on page 71—describing each report template, listing the aggregation levels provided by each, and connecting presentation names to column names in the Data Mart.
- Chapter 6, "ODS Layout Templates," beginning on page 79—describing each layout template's purpose and listing its ODS column names on which Historical Reporting metrics are based.
- Chapter 7, "Data Mart Folder Templates," beginning on page 101—describing functionality and listing the composite metrics used by each folder template.
- Chapter 8, "Data Mart Composite Metrics," beginning on page 109—providing the formulae used for each metric.
- Chapter 9, "CCPulse+ Metrics," beginning on page 141—listing the filter, stat type, time profile, and formulae (if applicable) used by each CCPulse+ metric that is provided by one or more of the out-of-box CCPulse+ templates.

- Chapter 10, "Historical Reporting Metrics–Sourced from Stat Server," beginning on —listing the filters and stat types used by the Historical Reporting metrics sourced from Stat Server.

- Chapter 11, "Historical Reporting Metrics–Sourced from GIM," beginning on —listing the metrics provided in CCPulse+ query-based templates sourced from Genesys Info Mart.

- Chapter 12, "Stat Server Stat Type Definitions," beginning on —providing the masks, statistical categories, object types, subjects, and full description for each stat type.

- Chapter 13, "Statistical Parameters," beginning on —providing the definitions for time ranges, filters, and time profiles used in the canned report templates.

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on .

New In This Release

This section lists topics that are new or that have changed significantly since the 7.2 release of this document.

- For your reference, the previous edition of this document is the *Reporting Technical Reference Guide for the Genesys 7.2 Release.* All of the books listed on comprised this single volume.

- All historical report templates (*.rpt) (listed in Table 1 on) have been recreated in order to function in SAP Crystal Reports 14.

- The definition of the `AverHandleDNActionTime` has been improved. See .

![Genesys logo]

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Solution-Provided Templates

In earlier releases of CCPulse+ and CC Analyzer, sample report templates were embedded within the applications during installation. These were offered as examples for designing your own reports. Subsequent releases of Genesys products provided more report templates for CCPulse+ and CC Analyzer specific to particular solutions and solution options. This chapter describes the real-time and historical templates that Genesys provides:

Listing of Templates

Genesys provides templates for the following solutions and solution channels:

• E-mail	• Open Media	• Voice
• Enterprise Routing	• Outbound Contact	• Voice Callback
• GIM Inbound Voice		• Web Media

The E-mail, Web Media, and Open Media templates support Genesys Multimedia 7.6. The Enterprise Routing templates support Universal Routing 7.6 to provide reporting for events sourced from Network Routing as well as from Enterprise Routing.

Each Genesys product comes with a complete set of documentation that describes its deployment, configuration, installation, start-and-stop procedures, and so forth.

Descriptions of Form Labels

Form Title   The name of the Genesys solution or option.

**CCPulse+
Templates**   Lists all CCPulse+ templates offered by the solution or option.

Unlike previous release, each CCPulse+ template is provided individually in a binary-formatted file having a .btpl extension. In prior releases, all CCPulse+ templates that were offered by a solution or solution channel were stored collectively together in the `Templates.stg` file.

**Historical ODS
Layout Templates**   Lists all historical ODS layout templates offered by the solution or by the solution channel. ODS layout templates specify which data is to be collected. These templates are provided as `.xml` files.

**Historical Report
Templates**   Lists all historical SAP Crystal Reports templates currently offered by the solution or solution channel. These templates enable reporting about various contact center activities using predefined aggregation levels Report templates are stored as `.rpt` files.

Note: In the 7.0 release, many report templates were consolidated. To view the listing of report templates available prior to 7.0, refer to an earlier version of this document, such as the *Reporting Technical Reference Guide for the 7.0 Release.*

Refer to the "CCPulse+ Templates", "ODS Layout Templates", and "CC Analyzer Report Templates" chapters for information about the content of these templates.

Solution Templates

E-mail

CCPULSE+ TEMPLATES		
E-mail Queue	General E-mail Handling	Resource E-mail Handling
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)		
EMAIL_AG	EMAIL_GPL	EMAIL_PL
EMAIL_GAG	EMAIL_IQ	EMAIL_TEN
HISTORICAL REPORT TEMPLATES		
None		

Enterprise Routing

CCPULSE+ TEMPLATES		
AgentView	GroupsView	QueueView
DNView	PlaceView	
HISTORICAL ODS LAYOUT TEMPLATES		
AGENT	GROFQUEUES	ROUTEPOINT
GROFAGS	PLACE	
GROFPLS	QUEUE	
HISTORICAL REPORT TEMPLATES		
AGENT	PLACE	QUEUE
AGENT_COMPARISON	PLACE_COMPARISON	QUEUE_COMPARISON

* **Note:** Enterprise Routing templates are provided for Universal Routing and can be used for Network Routing as well. All data is sourced from enterprise or network T-Servers.

GIM Inbound Voice

CCPULSE+ TEMPLATES		
None		
CCPULSE+ QUERY-BASED TEMPLATES		
Agent Login Session Report [1]	Delay Before Abandon Performance Report [3]	Not Ready Reason Report
Agent Login Session Report [2]		Skill Combination Answered Report
Agent Task Report	Delay Before Abandon Performance Report (by Skill Combination)	Skill Combination Matched Report
Delay Before Abandon Performance Report [1]	General Skill Demand Report [1]	Skill Combination Report
Delay Before Abandon Performance Report [2]	General Skill Demand Report [2]	
	General Skill Demand Report [2]	
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)		
None		
HISTORICAL REPORT TEMPLATES		
None		

Open Media

CCPULSE+ TEMPLATES		
Media X Queue Template	Media X Resource Template	
HISTORICAL ODS LAYOUT TEMPLATES		
None		
HISTORICAL REPORT TEMPLATES		
None		

Outbound Contact

CCPULSE+ TEMPLATES		
AgentView	CampGroupView	PlaceView
CallingListView	CampaignView	QueueView
CampCallingListView	DNView	GroupsView
HISTORICAL ODS LAYOUT TEMPLATES		
CALL_LS	GROFPLS	PLACE
CMP	GROFQUEUES	QUEUE
CMP_CALL_L	O_AGENT	ROUTEPOINT
CMP_GR	O_AGENT_GR	
HISTORICAL REPORT TEMPLATES		
OUTBOUND_AGENT	OUTBOUND_CALLING_LIST_DAILY	
OUTBOUND_AGENT_COMPARISON	OUTBOUND_CAMPAIGN_CALLING_LIST_DAILY	
PLACE	OUTBOUND_CAMPAIGN_DAILY	
PLACE_COMPARISON	OUTBOUND_CAMPAIGN_GROUPS_STATUS_DAILY	
QUEUE		
QUEUE_COMPARISON		

Voice

CCPULSE+ TEMPLATES		
KPI Agent	KPI Tenant	Voice Queue Report
KPI Queue	Resource Voice Handling	
HISTORICAL ODS LAYOUT TEMPLATES		
VOICE_A	VOICE_P	VOICE_RP
VOICE_AG	VOICE_PG	VOICE_T
VOICE_GQ	VOICE_Q	
HISTORICAL REPORT TEMPLATES		
None		

Voice Callback

CCPULSE+ TEMPLATES		
Callback Operation	Callback Queue	Queue Evaluation
CCPULSE+ QUERY-BASED TEMPLATES		
None		
HISTORICAL ODS LAYOUT TEMPLATES (7.0+)		
VCB_GQ_EV	VCB_Q_EV	VCB_RP
VCB_GQUEUE	VCB_QUEUE	VCB_TENANT
HISTORICAL REPORT TEMPLATES		
None		

Web Media

CCPULSE+ TEMPLATES		
General Chat Handling	Resource Chat Handling	
HISTORICAL ODS LAYOUT TEMPLATES		
CHAT_A	CHAT_GH	CHAT_P
CHAT_GA	CHAT_GP	
HISTORICAL REPORT TEMPLATES		
None		

![Genesys logo]

Chapter

2

CCPulse+ Templates

The Genesys-provided CCPulse+ templates gather real-time data from Stat Server and Interaction Server and historical data from Data Mart. All CCPulse+ templates for a particular solution or solution channel are stored in the templates storage location which is defined during CCPulse+ configuration. Refer to the *Reporting 7.5 CCPulse+ Administrator's Guide* for information about the configuration of template storages.

CCPulse+ templates also define the content and appearance of report views. To view and/or modify the templates that are stored in the templates storage or to define new templates, you must log in to CCPulse+ as a user with administrative rights. For more information about setting up CCPulse+ administrators, refer to "Setting Up Real-Time Reporting" in the *Reporting Deployment Guide*.

CCPulse+ templates require:

• One or more object types that the view statistically represents.

• A statistic or group of statistics for the specified object. CCPulse+ requests these statistics from Stat Server when the view is opened.

• One or more graphs to display the information.

For advanced users, you can define your own stat types within Stat Server and then collect real-time information about contact center objects within a customized CCPulse+ report using the Template Wizard. For more information, refer to "Creating Templates" in *Reporting 7.5 CCPulse+ Help* and the *Reporting 7.5 CCPulse+ Administrator's Guide.*

This chapter includes the following sections:

CCPulse+ Statistical Groups

Each template organizes its statistics into *statistical groups*—a concept unique to CCPulse+. The Genesys-provided templates group statistics into the following statistical groups:

- Agent Ratios
- Agent Times
- Auxiliary Call Total Times
- Auxiliary Calls
- Average(s)
- Average Actual Wait Time
- Average Estimated Wait Time
- Average Time
- Call Handling
- Callback Phase
- CallsReport
- CampaignState
- Current
- Current Agents
- CurrentState
- Dial Attempts
- Distributed Calls
- GroupState
- Max/Min
- Media X Resource
- Media X Queue
- Other
- Performance
- Queue Load
- Ratio(s)
- RecordReport
- Request Phase
- Service Call Average Times
- Service Call Total Times
- Service Calls
- TimeReport
- Total
- Total Calls
- Total Distributed
- Total Entered
- Total Number
- Total Time
- Transfers

Within the same group, statistics might share similar attributes (such as filters) or they might be based on stat types that use the same statistical category (for example, TotalTime). When creating and customizing your own CCPulse+ templates, you can group statistics following other rules.

Listing of CCPulse+ Templates by Solution/Channel

This section presents each solution's CCPulse+ templates:

E-mail
E-mail Queue
General E-mail Handling
Resource E-mail Handling

Enterprise Routing
AgentView
DNView
GroupsView
PlaceView
QueueView

Open Media
Media X Queue Template
Media X Resource Template

Outbound Contact
AgentView
CallingListView
CampaignView
CampCallingListView
CampGroupView
DNView
GroupsView
PlaceView
QueueView

Voice
KPI Agent
KPI Queue
KPI Tenant
Resource Voice Handling
Voice Queue Report

Voice Callback
Callback Operation
Callback Queue
Queue Evaluation

Web Media
General Chat Handling
Resource Chat Handling

Note: Some Outbound Contact templates are based on the templates used in Enterprise Routing. Where the templates differ but are named identically, they are listed more than once in the pages that follow. A number enclosed in square brackets follows the name of the template in such cases.

Descriptions of Form Labels

Form Title   The name of the CCPulse+ template.

Solution   Identifies the Genesys products that provide the template.

Introduced In   Identifies the GA release in which this template was first introduced.

Discontinued   Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.

Statistical Groups and Statistics   Lists all statistics defined to each template and their statistical grouping.

Description   Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

Solution Reporting CCPulse+ Templates

AgentView[1]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Enterprise Routing	6.0	N/A

CALLSREPORT	TIMEREPORT	CURRENTSTATE
Internal	AvgInbound	AgentStatus
Consult	AvgOutbound	
Outbound	AvgConsult	
Inbound	AvgHandle	
	TotalLogin	
	TotalACW	
	TotalNR	
	TotalTalk	
	TotalWait	

DESCRIPTION

Collects metrics about agent activity including the agent's current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time.

Prior to the 6.5.001 release, metrics in the `CallsReport` group were based on several stat types all using the `Total Number` statistical category. In release 6.5.001, these metrics use the `Total AdjustedNumber` statistical category. Likewise for the `Total` metrics listed under the `TimeReport` group. Prior to 6.5.001, these metrics were based on the `Total Time` category. In 6.5.001, `Total AdjustedTime` is used with all but the `Total Login` metric, which continues to be based on `Total Time`. The `AgentStatus` metric is based on the `CurrentAgentState` stat type. Also in the 6.5 release, the `AverHandle` metric was renamed `AvgHandle` to be consistent with metric names used in other CCPulse+ templates.

The `Total Wait` metric was added to this template during the 6.5.001 release.

AgentView[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A

CALLSREPORT	TIMEREPORT	CURRENTSTATE	
Internal	AvgInbound	AgentStatus	
Consult	AvgOutbound		
Outbound	AvgConsult		
Inbound	AvgHandle		
ASM_Received	AvgHandleWithASM		
ASM_Outbound	TotalLogin		
	TotalACW		
	TotalNR		
	TotalInbound		
	TotalOutbound		
	TotalConsult		
	TotalASM_Outbound		
	TotalTalk		
	TotalWait		

DESCRIPTION

Collects metrics related to an agent's activity including metrics based on the `Total_Calls_ASM_Outbound` and `Total_Calls_ASM_Received` stat types to monitor outbound-specific statuses. In the 6.5 release of this template, the `Aver-Handle` and `AverHandleWithASM` metrics were renamed `AvgHandle` and `AvgHandleWithASM` respectively to be consistent with metric names used in other templates. (See AgentView[1] for additional information.)

The `TotalInbound`, `TotalOutbound`, `TotalConsult`, `TotalASM_Outbound` metrics were added during the 7.0.1 release of this template. Also, in this release, the `Average` metrics (AvgInbound, AvgOutbound, …) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective `Aver..StatusTime` stat type as was the case in previous releases.

Callback Operation

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice Callback		7.0	N/A

REQUEST PHASE	CALLBACK PHASE	DIAL ATTEMPTS	RATIO
CB Request Attempts	Successful CB	Made	ASAP CB %
CB Requested	CB Attempts Failed	Succeeded	Scheduled CB %
ASAP CB Requested	Rescheduled CB	Failed	Rescheduled CB %
Scheduled CB Requested	Not Rescheduled CB		
Last Hour (CB Requested)			

DESCRIPTION

Collects metrics related to callback interactions in a queue, route point, or group of queues. Many of these metrics are based on the `CallsExited`, `VCB_Result`, and `CallsEntered` stat types; various filters are applied to the scheduling (and rescheduling) metrics; and the percentages in the `Ratio` category are based on formulae calculated in CCPulse+.

Note: Release 7.1[+] calculates the CB Request Attempts, ASAP CB Requested, Scheduled CB Requested, Last Hour (CB Requested), Successful CB, Made, and Succeeded metrics differently than they were calculated in 7.0. Instead of using a TEvent model, the VCB Stat Server Java Extension calculates their values directly from the VCB Server and supplies the values to Stat Server. This new model enables the calculation of statistics for callback interactions submitted from a web interface in addition to from a telephone.

Callback Queue

SOLUTION Voice Callback		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL ENTERED All Entered CB Entered Live Entered	TOTAL DISTRIBUTED All Distributed CB Distributed Live Distributed	AVERAGE ESTIMATED WAIT TIME EWT CB EWT Live EWT	AVERAGE ACTUAL WAIT TIME AWT CB AWT Live AWT
CURRENT All Waiting Live Waiting CB Waiting	TOTAL TIME Online Time Saved To Distribute CB To Distribute Live To Abandon Live EWT CB EWT	TOTAL NUMBER Abandoned CB Disposed With EWT Live Disposed with EWT	

DESCRIPTION

Collects metrics related to the total number of callback and live interactions that entered a queue, were distributed from a queue, and are currently waiting in queue, as well as total time and average wait times for these metrics. A live interaction, within the scope of VCB, represents an interaction for which a callback response was rejected. Metrics are based on various stat types and nearly half are calculated within CCPulse+ itself. Most of the metrics have one of the following filters applied: isVCB, VoiceAndNotVCB, isVCBwithEWT, and isNotVCBwithEWT. (The VoiceAndNotVCB filter replaces isNotVCB, which was used in the 7.0 release.

CallingListView

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Outbound Contact	6.0	N/A

CAMPAIGNSTATE	CALLSREPORT	RECORDREPORT
HitRatio	Abandoned	CallBacksCompleted
EstimTimeToComplete	AnswerMachine	CallBacksMissed
	Answers	CallBacksScheduled
	Busy	PerCallBacksCompleted
	DoNotCall	PerCallBacksMissed
	Dropped	PerCallBacksScheduled
	FaxModem	RecordsCompleted
	NoAnswer	
	NoRPC	
	SITDetected	
	SITNoCircuit	
	SITOperIntercept	
	SITReorder	
	SITUnknown	
	SITVacant	
	Cancel	
	DialMade	

DESCRIPTION

Collects metrics related to a campaign's calling list. Metrics in the `CallsReport` and `RecordReport` groups are based on several stat types all using the `Total Number` statistical category.

In the 6.5.001 release of this template, many metrics were renamed to be consistent with names used in other CCPulse+ templates:

- `CallCancel` → `Cancel`
- `CampCallBackComplete` → `CallBacksCompleted`
- `CampCallBackMissed` → `CallBacksMissed`
- `CampCallBackScheduled` → `CallBacksScheduled`
- `PerCallbackCompleted` → `PerCallBacksCompleted`
- `PerCallBackMissed` → `PerCallBacksMissed`
- `PerCallBackScheduled` → `PerCallBacksScheduled`

In addition, the `Performance` statistical group was renamed `CampaignState` and the `CallReport` statistical group was renamed `CallsReport`.

The `DialMade` metric was added during the 7.0.1 release of this template. Also in this release, the `HitRatio` metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the `CampHitRatio` stat type.

CampaignView

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Outbound Contact	6.0	N/A

CAMPAIGNSTATE	CALLSREPORT	RECORDREPORT
HitRatio	Abandoned	CallBacksCompleted
EstimTimeToComplete	AnswerMachine	CallBacksMissed
	Answers	CallBacksScheduled
	Busy	PerCallBacksCompleted
	DoNotCall	PerCallBacksMissed
	Dropped	PerCallBacksScheduled
	FaxModem	RecordsCompleted
	NoAnswer	
	NoRPC	
	SITDetected	
	SITNoCircuit	
	SITOperIntercept	
	SITReorder	
	SITUnknown	
	SITVacant	
	Cancel	
	DialMade	

DESCRIPTION

Collects metrics that monitor a campaign's activity, performance, and current campaign status. Metrics in the `CallsReport` and `RecordReport` groups are based on several stat types all using the `Total Number` statistical category.

In the 6.5.001 release of this template, four metrics were renamed to be consistent with names used in other CCPulse+ templates:

- `CallCancel` → `Cancel`
- `PerCallbackCompleted` → `PerCallBacksCompleted`
- `PerCallBackMissed` → `PerCallBacksMissed`
- `PerCallBackScheduled` → `PerCallBacksScheduled`

In addition, the `RecordsCanceled` metric was removed from the `RecordReport` statistical group.

The `DialMade` metric was added during the 7.0.1 release of this template. Also in this release, the `HitRatio` metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the `CampHitRatio` stat type.

CampCallingListView

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Outbound Contact	6.0	N/A

CAMPAIGNSTATE	CALLSREPORT	RECORDREPORT
HitRatio	Abandoned	CallBacksCompleted
	AnswerMachine	CallBacksMissed
	Answers	CallBacksScheduled
	Busy	PerCallBacksCompleted
	DoNotCall	PerCallBacksMissed
	Dropped	PerCallBacksScheduled
	FaxModem	RecordsCompleted
	NoAnswer	
	NoRPC	
	SITDetected	
	SITNoCircuit	
	SITOperIntercept	
	SITReorder	
	SITUnknown	
	SITVacant	
	Cancel	
	DialMade	

DESCRIPTION

Collects metrics related to a campaign's calling list. Metrics in the `CallReport` and `RecordReport` groups are based on several stat types all using the `Total Number` statistical category.

In the 6.5.001 release of this template, many metrics were renamed to be consistent with metric names used in other CCPulse+ templates:

- `CallCancel` → `Cancel`
- `CampCallBackComplete` → `CallBacksCompleted`
- `CampCallBackMissed` → `CallBacksMissed`
- `CampCallBackScheduled` → `CallBacksScheduled`
- `PerCallbackCompleted` → `PerCallBacksCompleted`
- `PerCallBackMissed` → `PerCallBacksMissed`
- `PerCallBackScheduled` → `PerCallBacksScheduled`

In addition, the `Performance` statistical group was renamed `CampaignState`, the `CallReport` statistical group was renamed `CallsReport`, and the template itself was renamed from `CampCallinListView`.

The `DialMade` metric was added to the 7.0.1 release of this template. Also in this release, the `HitRatio` metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the `CampHitRatio` stat type.

CampGroupView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
PERFORMANCE	TIMEREPORT	GROUPSTATE	
SystemError	Activated	GroupStatus	
DialMode	Deactivated		
WaitingAgent	Running		
WaitingPort	SystemError		
WaitinRecords	WaitingAgents		
	WaitingPort		
	WaitingRecords		

DESCRIPTION

Collects metrics related to a campaign group's activities. Metrics in the `Performance` group are based on several stat types all using the `CurrentTime` statistical category. `TimeReport` metrics are based on stat types all employing the `TotalTime` statistical category to measure duration.

In the 6.5.001 release of this template, the `CurrTime` and `TotalTime` groups were renamed to `Performance` and `TimeReport` respectively.

DNView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Enterprise Routing, Outbound Contact		6.0	N/A
CALLSREPORT	TIMEREPORT	CURRENTSTATE	
Consult	AvgConsult	DNStatus	
Inbound	AvgInbound		
Internal	AvgOutbound		
Outbound	AvgHandle		
	TotalACW		
	TotalNR		
	TotalTalk		

DESCRIPTION

Collects metrics related to DN activity. Metrics in the `CallsReport` group are based on several stat types all using the `TotalNumber` statistical category. `TimeReport` metrics are based on stat types using the `TotalTime` and `AverageTime` categories. The `DNStatus` metric is based on the `CurrentDNState` stat type. In the 6.5.001 release of this template, the `Aver` metrics (`AverConsult, AverHandle, ...`) were renamed Avg (`AvgConsult, AvgHandle,...`).

E-mail Queue

SOLUTION		INTRODUCED IN	DISCONTINUED IN
E-mail		7.0	N/A
TOTAL	CURRENT	OTHER	
Entered	In Queue	Maximum Interactions	
Stopped Processing	Waiting Processing	Minimum Interactions	
Moved out	In Processing		

DESCRIPTION

Combines statistics for performance analysis of an individual e-mail queue. Statistics in all three groups are calculated from the `eServiceInteractionStat.jar` archive, which is a Stat Server Java Extension provided by eServices.

General Chat Handling

SOLUTION Web Media		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Entered Abandoned Answered Handled Transfers	CURRENT Waiting Handled	TOTAL TIME Answer Handle	AVERAGE TIME Answer Handle
DESCRIPTION Collects metrics related to the collective total, current, and average number of chat interactions as viewed from the tenant's perspective. Metrics in all groups derive their values from the `eServiceInteractionStat.jar` Stat Server Java extension, which is provided by eServices. CCPulse+, rather than Stat Server, calculates the values of `Average Time` metrics from the values of corresponding metrics in the `Total Number` and `Total Time` statistical groups.			

General E-mail Handling

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Entered Terminated Redirected Forwarded Transfers Responded Outbound Internal Response Time	AVERAGE Response Time MAX/MIN Maximum Interactions Minimum Interactions	CURRENT Age of oldest email Waiting Processing In Processing Not-submitted	
DESCRIPTION Collects metrics related to the collective total, current, and average number e-mail interactions as viewed from the tenant's perspective. Metrics in all groups derive their values from one of two Stat Server Java extensions: `eServiceContact-Stat.jar` or `eServiceInteractionStat.jar`.			

GroupsView[1]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Enterprise Routing	6.0	N/A

CALLSREPORT	TIMEREPORT	PERFORMANCE	CURRENTSTATE
Internal	AvgInbound	WaitingForACall	GroupState
Consult	AvgOutbound	NotReadyForACall	
Inbound	AvgConsult	AfterCallWork	
Outbound	AverHandle	CallsInConsulting	
	TotalACW	InboundCalls	
	TotalNR	InternalCalls	
	TotalTalk	OutboundCalls	
	TotalWait	CallsInDialing	
		CallsInRinging	
		CallsOnHold	
		TotalCallsOnHold	
		TransfersMade	
		TransfersTaken	

DESCRIPTION

Collects metrics related to an agent group's activity and performance including the group's current status, total number, and duration of different types of calls received, average handling time, total login, after-call work, and not ready time.

Prior to the 6.5.001 release, metrics in the `CallsReport` group were based on several stat types all using the `Total Number` statistical category. In release 6.5.001, these metrics use the `Total AdjustedNumber` statistical category—likewise for the `Total` metrics listed under the `TimeReport` group. Prior to 6.5.001, these metrics were based on the `Total Time` category. In 6.5.001, `Total AdjustedTime` is used instead. The `Average` metrics under the `TimeReport` group continue to use the `AverageTime` statistical category. The `GroupState` metric is based on the `CurrentGroupState` stat type.

The `Total Wait, Total CallsOnHold, TransfersMade,` and `TransfersTaken` metrics were added to the 6.5.001 release of this template.

GroupsView[2]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Outbound Contact	6.0	N/A

CALLSREPORT	TIMEREPORT	PERFORMANCE	CURRENTSTATE
Internal	AvgInbound	WaitingForACall	GroupState
Consult	AvgOutbound	NotReadyForACall	
Outbound	AvgConsult	AfterCallWork	
Inbound	AvgHandle	CallsInConsulting	
ASM_Outbound	AvgHandleWithASM	InboundCalls	
ASM_Received	TotalACW	InternalCalls	
	TotalNR	OutboundCalls	
	TotalInbound	CallsInDialing	
	TotalOutbound	CallsInRinging	
	TotalConsult	CallsOnHold	
	TotalASM_Outbound	ASM_Received	
	TotalTalk	ASM_Outbound	
	TotalWait	TotalCallsOnHold	
		TransfersMade	
		TransfersTaken	

DESCRIPTION

Collects metrics related to an agent group's activity and performance including metrics based on the `Total_Calls_ASM_Outbound` and `Total_Calls_ASM_Received` stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the `AverHandle` metric was renamed `AvgHandle` to be consistent with metric names used in other templates. (See GroupsView[1] for additional information.)

The `TotalInbound`, `TotalOutbound`, `TotalConsult`, and `TotalASM_Outbound` metrics were added to the 7.0.1 release of this template. Also, in this release, the `Average` metrics (`AvgInbound`, `AvgOutbound`, ...) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective `Aver..StatusTime` stat type as was the case in previous releases.

KPI Agent

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice		7.2	N/A

CURRENT AGENTS	CALL HANDLING	AGENT TIMES	TOTAL CALLS
Logged In	Hold Time Ratio	AHT	Total Entered
Ready	Transfer Ratio	Total Login Time	Total Answered
Not Ready		Total Ready Time	Total Transferred
		Hold Time Inbound	Total Released
AGENT RATIOS		Hold Time Outbound	
Ready Ratio		Talk Time Inbound	
Not Ready Ratio		Talk Time Outbound	
Average Ready Ratio		After Call Work Inbound	
		After Call Work Outbound	

DESCRIPTION

Collects and combines metrics for analysis of key performance indicators (KPIs) for an agent.

KPI Queue

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice		7.2	N/A

CURRENT	CURRENT AGENTS	AGENT TIMES	TOTAL TIME
CallWaiting	Current Logged In	Total LogIn Time	Total_Time_to_Answer
	Current Ready	Total Ready Time	
AVERAGES	Current Not Ready		
ASA		TOTAL CALLS	
	AGENT RATIOS	Total_Entered	
RATIOS	Current Ready Ratio	Total_Answered	
Call Abandoned Ratio	Current not Ready Ratio	Total_Abandoned	
	Average Ready Ratio	Total_Distributed	

DESCRIPTION

Collects and combines metrics for analysis of key performance indicators (KPIs) for all agents logged in to a given queue.

KPI Tenant

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice		7.2	N/A

CURRENT	AGENT RATIOS	AGENT TIMES	TOTAL CALLS
Current Calls Waiting	Ready Ratio	AHT	Total Entered
	Not Ready Ratio	Total Login Time	Total Answered
AVERAGES	Average Ready Ratio	Total Ready Time	Total Abandoned
ASA		Hold Time Inbound	Total Distributed
	CALL HANDLING	Hold Time Outbound	Total Cleared
RATIOS	Hold Time Ratio	Talk Time Inbound	Total Released
Call Abandoned Ratio	Transfer Ratio	Talk Time Outbound	Total Transferred
		After Call Work Inbound	Total Time To Answer
CURRENT AGENTS		After Call Work Outbound	
Current Logged In			
Current Ready			
Current Not Ready			

DESCRIPTION

Collects and combines metrics for analysis of key performance indicators (KPIs) for all agents who belong to a given Tenant.

Media X Queue Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A

MEDIA X QUEUE
Total Entered
Total Moved
Current in Queue
Current Waiting for Processing
Number of interactions in Process
Maximum number of Interactions
Minimum number of Interactions
Number of interactions that have stopped processing

DESCRIPTION
Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media Interaction Queue statistics. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See the "Customizing the Genesys-Provided Sample Media Templates" in the *Customization* book of the *Reporting Technical Reference* series for instructions. X represents a sample media type.

Media X Resource Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A

MEDIA X RESOURCE
Total Offered
Total Accepted
Total Rejected
Total Terminated
Total Transfers
Total Timed Out
Average Processing Time
Number of Interactions in process
Total Processing Time
Total Finished Processing

DESCRIPTION
Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media statistics for an agent, an agent.group, a place, and a place group. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See the "Customizing the Genesys-Provided Sample Media Templates" in the *Customization* book of the *Reporting Technical Reference* series for instructions. X represents a sample media type.

PlaceView[1]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Enterprise Routing		6.0	N/A

CALLSREPORT	TIMEREPORT	CURRENTSTATE
Internal	AvgInbound	PlaceStatus
Consult	AvgOutbound	
Outbound	AvgConsult	
Inbound	AvgHandle	
	TotalLogin	
	TotalACW	
	TotalNR	
	TotalTalk	
	TotalWait	

DESCRIPTION

Collects metrics related to a workplace's activities including the current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time.

Prior to the 6.5.001 release, metrics in the `CallsReport` group were based on several stat types all using the `TotalNumber` statistical category. In release 6.5.001, these metrics use the `TotalAdjustedNumber` statistical category—likewise for the `Total` metrics listed under the `TimeReport` group. Prior to 6.5.001, these metrics were based on the `TotalTime` category. In 6.5.001, `TotalAdjustedTime` is used instead. The `Average` metrics under the TimeReport group continue to use the `AverageTime` statistical category. The `PlaceStatus` metric is based on the `CurrentPlaceState` stat type.

The `TotalWait` metric is a new addition to the 6.5.001 release of this template. Also in this release, the `AverHandle` metric was renamed `AvgHandle` to be consistent with metric names used in other CCPulse+ templates.

PlaceView[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A

CALLSREPORT	TIMEREPORT	CURRENTSTATE
Internal	AvgInbound	PlaceStatus
Consult	AvgOutbound	
Outbound	AvgConsult	
Inbound	AvgHandle	
ASM_Received	AvgHandleWithASM	
ASM_Outbound	TotalLogin	
	TotalACW	
	TotalNR	
	TotalTalk	
	TotalWait	

DESCRIPTION

Collects metrics related to a workplace's activities and performance including metrics based on the `Total_Calls_ASM_Outbound` and `Total_Calls_ASM_Received` stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the `AverHandle` and `AverHandleWithASM` metrics were renamed `AvgHandle` and `AvgHandleWithASM` respectively to be consistent with metric names used in other templates. (See `PlaceView`[1] for additional information.)

Queue Evaluation

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice Callback		7.0	N/A

TOTAL NUMBER	RATIO	TOTAL TIME	AVERAGES
Entered	Abandoned %	Wait Time	Wait Time
Distributed	Abandoned in TR %	EWT	EWT
Abandoned	Out of SL %	Time to Distribute	
Abandoned in TR		Time to Abandon	
Within SL			
Out of SL			
Disposed with EWT			

DESCRIPTION

Collects metrics for queues that do not yet support callback functionality, including total number and time metrics as well as ratios and averages. Such performance metrics will help you determine whether callback functionality should be deployed in your queues and how to successfully implement it. After configuring voice callback (VCB) functionality, you can use other VCB templates (Callback Operation and Callback Queue) as well to measure VCB performance.

This template applies the VoiceAndNotVCB filter to many of its metrics. In the event this report is run on a queue that is equipped with a callback functionality, this report's statistics take into account only live interactions processed via this queue.

QueueView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Enterprise Routing, Outbound Contact		6.0	N/A

CALLSREPORT	TIMEREPORT	PERFORMANCE	
CallsWaiting	CurrMaxWaiting	%Distrib	
Distribut	AvgDistrib	%Abandoned	
Abandon	AvgAband	ServiceFactor	
Entered	TimeToAnswer		
Answered	TimeToDistrib		
	TimeToAbandon		
	ExpectedWaitTime		

DESCRIPTION

Collects metrics that monitor queue performance. Metrics in the CallsReport group are based on stat types using the TotalNumber and CurrentNumber categories. TimeReport metrics are based on stat types using the CurrentMaxTime, AverageTime, TotalTime, and ExpectedWaitTime categories. The Performance group provides metrics that calculate the percentage of abandoned and distributed calls and are based on the RelativeNumberPercentage and ServiceFactor1 categories.

In the 6.5.001 release of this template, the AverAband and AverDistrib metrics were renamed AvgAband and AvgDistrib respectively to be consistent with metric names used in other CCPulse+ templates. The Answered, Entered, and TimeTo... metrics are new additions to the 6.5.001 release of this template.

The ExpectedWaitTime metric replaced the EstimTimeToDistrib metric in the 7.0 release of this template. Also, the isNot-VCB was applied to all metrics beginning with this release to eliminate the count of virtual interactions produced by the Voice Callback option of Enterprise Routing. (In the 7.0 release, the NoVCB filter was used instead.)

Resource Chat Handling

SOLUTION Web Media		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Inbound Transfers Made Transfers Taken Conferences Initiated Conferences Joined Coaching Requests Coached Monitored	**CURRENT** In Processing	**AVERAGE** Processing time	**TOTAL TIME** Processing

DESCRIPTION
Collects metrics related to the collective total, current, and average number of chat interactions for agents and groups of agents. CCPulse+, rather than Stat Server, calculates the average processing time (`Processing time`) from values of the `Inbound` and `Processing` metrics in the `Total Number` and `Total Time` categories.

Resource E-mail Handling

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Offered Accepted Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated Timed Out Processed Processing Time	**AVERAGE** Average Processing Time	**CURRENT** In Processing	

DESCRIPTION
Collects metrics related to the total, current, and average number of e-mail-handling interactions for agents and groups of agents. Metrics inherit their values from the status of corresponding DNs. The EMAIL_MEDIA is applied to all metrics in this template.

Resource Voice Handling

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Voice	7.0	N/A

SERVICE CALLS	SERVICE CALL TOTAL TIMES	AUXILIARY CALLS	TRANSFERS
Inbound	Talk Inbound	Consult Made	Transfers Made
Outbound	Talk Outbound	Consult Taken	Transfers Taken
Inbound Hold	Hold Inbound	Internal Made	
Outbound Hold	Hold Outbound	Internal Taken	
Forced Off	ACW Inbound		
	ACW Outbound	AUXILIARY CALL TOTAL TIMES	
		Talk Consult Made	
	SERVICE CALL AVERAGE TIMES	Talk Consult Taken	
	Talk	Talk Internal Made	
	Hold	Talk Internal Taken	
	ACW	ACW Auxiliary	

DESCRIPTION

Collects metrics related to the total and average number of voice-handling interactions for agents and groups of agents. All metrics inherit their values from either the actions performed on or the statuses of corresponding DNs. The VoiceCall filter has been applied to all metrics in this template.

This template classifies inbound and outbound voice interactions as service calls. Auxiliary calls are those other than service calls with the exception of transfers which this template categorizes separately.

CCPulse+, rather than Stat Server, calculates the metrics in the `Service Call Average Times` category.

Voice Queue Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Voice	7.0	N/A

TOTAL CALLS	RATIOS	AVERAGE TIME	QUEUE LOAD
Entered	Distributed	Distribute	Current
Distributed	Abandoned	Abandon	Maximum
Abandoned	Cleared		Minimum
Cleared			
DISTRIBUTED CALLS		TOTAL TIME	
Answered		Time to Distribute	
Abandoned While Ringing		Time to Abandon	
Forwarded			
Sent To Queue			

DESCRIPTION

Combines metrics for performance analysis of a voice queue. All metrics inherit their values from the actions performed on corresponding DNs (DNAction). Metrics in the `Total Calls` and `Distributed Calls` categories all employ the `Total Number` statistical category. Metrics in the `AverageTime` and `Ratios` categories are calculated directly within CCPulse+. `Total Time` metrics are based on the `Total Tme` statistical category.

3 CCPulse+ Query-Based Templates

The Genesys-provided CCPulse+ templates that are based on SQL queries retrieve historical and intra-day data about contact center activity that is stored in the Genesys Info Mart database. Each template organizes its statistics into *statistical groups*—a concept unique to CCPulse+. The Genesys-provided query-based templates use the following statistical groups:

• 0–15	• Average	• Session
• 15–30	• Main	• Time Group
• 30–60	• Maximum	• Total
• >60	• Not Ready Time	

Within the same group, statistics can share similar attributes, such as the time range. All CCPulse+ query-based templates are stored in one file, Queries.xml, which is defined during CCPulse+ configuration. To use this file, you must define its location within the CCPulse+ Application object in the Configuration Manager. Under no circumstances should you modify the contents of this file.

A CCPulse+ query-based template also defines the content and appearance of a view.

CCPulse+ query-based templates require:

- Genesys Info Mart release 7.2$^+$ properly deployed and correctly integrated with CCPulse+.

- One or more object types that the view statistically represents.

- A statistic or group of statistics for the specified object. CCPulse+ retrieves these statistics from the Genesys Info Mart database when the view is opened.

Note that you can report only on the objects that belong to the same tenant in a single query-based view in CCPulse+.

Refer to "Creating Query-Based Views" in *Reporting 7.5 CCPulse+ Help,* and also to the *Reporting 7.5 CCPulse+ Administrator's Guide* and *Reporting 7.5 Deployment*

Guide, for more information about CCPulse+ database query functionality and CCPulse+ integration with Genesys Info Mart.

Descriptions of Form Labels

Form Title   The name of the CCPulse+ template.

Solution   Identifies the Genesys products that provide the template.

Introduced In   Identifies the GA release in which this template was first introduced.

Discontinued In   Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.

Statistical Groups and Statistics   Lists all statistics defined to each template and their statistical grouping.

> **Note:** For the statistical groups that define time ranges (for example, 0–15), the default time ranges are documented. You can customize the time ranges during Genesys Info Mart deployment. If you do that, see "Customizing Report Time Ranges" on page 39.

Description   Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

Query   Provides a copy of an SQL query used to retrieve metrics' values from the Genesys Info Mart database.

> **Warning!** Do not modify SQL statements within the Genesys-provided Queries.xml file in any manner other than described in "Customizing Report Time Ranges" on page 39.

Aggregation

For most query-based reports, the data stored in the database is aggregated over time. *Aggregation* means that all pieces of data are combined by:

- Hour.
- Day, with hourly breakdown.
- Week, with daily breakdown.
- Month, with daily breakdown.
- Quarter, with monthly breakdown.
- Year, with monthly breakdown.

If a template description mentions that metrics are aggregated over time, the corresponding report combines the metrics' values by one or more of the preceding time units, as appropriate for a particular report.

The aggregation is performed using the time specified in the Genesys Info Mart's time zone configuration. For more information about configuring time zones used by

Genesys Info Mart, refer to Chapter 5, "Customizing Your Configuration," of the *Genesys Info Mart 7.2 Deployment Guide.* In particular, see the description of the `std-tenant-time-zone` configuration option specified in the `gim-etl-tenant` section.

A monthly aggregation statement, for example, looks as follows:

```
<AggregationItem>
<TimeParameter Name="TimeMonths" Format="%YYYY%MM"/>
< AggregationProperties>
<AggregationProperty Name="Table">MONTH</AggregationProperty>
</AggregationProperties>
</AggregationItem>
```

Customizing Report Time Ranges

The following CCPulse+ templates based on SQL queries from the Genesys Info Mart database group certain metrics into four time ranges:

- Delay Before Abandon Performance Report (three instances for different object types)
- Delay Before Abandon Performance Report (by Skill Combination)
- Skill Combination Answered Report
- Skill Combination Matched Report

The default time ranges are the following:

- `0-15` seconds
- `15-30` seconds
- `30-60` seconds
- `>60` seconds

To calculate metrics using time range values other than default:

1. Specify custom aggregation intervals during the Genesys Info Mart deployment. Refer to the *Genesys Info Mart 7.2 Deployment Guide.* In particular, see:
   - The "Configuring the Application" section in Chapter 4, "Configuring Genesys Info Mart."
   - The `gim-agg-skill-inb-ixn-tenant` configuration section and the `gim-agg-skill-abandon-tenant` configuration section in Chapter 5, "Customizing Your Configuration."

2. Update all affected report templates so that their time ranges match the custom aggregation intervals specified in Genesys Info Mart configuration. Otherwise, report headers in CCPulse+ display incorrect time range values.

To update time range values in the report templates, modify the `Queries.xml` file as follows:

1. Make a backup copy of the `Queries.xml` file configured for your CCPulse+ application.

2. Change permissions for the `Queries.xml` file to allow the file editing.

3. Open the `Queries.xml` file in a text editor.

4. Use the `Find and Replace` function in your text editor to locate all instances of the following names and replace their values, one by one, to match the aggregation intervals specified during the Genesys Info Mart deployment:
   - `Group Name="0-15"`
   - `Group Name="15-30"`
   - `Group Name="30-60"`
   - `Group Name=">60"`

   For each group name, specify a new value of the time range, surrounding it by double quotation marks. CCPulse+ uses the value inside the double quotation marks as a report header for a metric group. Make sure your text editor replaces six instances of each of the four time range values.

5. Save the updated `Queries.xml` file.

6. Restart CCPulse+.

7. Create a new query-based view using one of the updated report templates and verify that new time ranges appear correctly in the report heading.

8. Change permissions for the `Queries.xml` file back to read-only.

Contents

This section presents CCPulse+ query-based templates:

GIM Inbound Voice
Agent Login Session Report [1]
Agent Login Session Report [2]
Agent Task Report
Delay Before Abandon Performance Report [1]
Delay Before Abandon Performance Report [2]
Delay Before Abandon Performance Report [3]
Delay Before Abandon Performance Report (by Skill Combination)
General Skill Demand Report [1]
General Skill Demand Report [2]
General Skill Demand Report [3]
Not Ready Reason Report
Skill Combination Answered Report
Skill Combination Matched Report
Skill Combination Report

Agent Login Session Report[1]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A

SESSION	TIME GROUP
Login Date	Session Duration
Logout Date	Interval Login Session Duration

DESCRIPTION

Collects query-based metrics for a given Person configuration object that are related to an agent's login session. The metrics include the agent's login time, logout time, overall duration of a login session, and duration of a login session within the reporting interval. If an agent's login session is still in progress, the logout time is not displayed.

QUERY

SQL statements for all supported RDBMS types can be found in the `Queries.xml` file located in the CCPulse+ storage directory. For Oracle RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:

```
select
    RESOURCE_.resource_name "Resource name",
    to_char(SESSION_.std_tenant_start_time, 'yyyy-mm-dd hh24:mi:ss') "Login time",
    to_char(SESSION_.std_tenant_end_time, 'yyyy-mm-dd hh24:mi:ss') "Logout time",
    SESSION_.total_duration "Actual duration",
    round((least(SESSION_.std_tenant_end_time,TIMESTAMP ':[Time.To]')
     -SESSION_.std_tenant_start_time)*24*3600,0) "Interval duration"
from
    RESOURCE_SESSION_FACT SESSION_,
    RESOURCE_ RESOURCE_
where
    SESSION_.resource_key = RESOURCE_.resource_key and
    SESSION_.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE') and
    RESOURCE_.resource_cfg_type_id = 3 and
    RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs]) and
    SESSION_.std_tenant_start_time between TIMESTAMP ':[Time.From]' and TIMESTAMP ':[Time.To]'
```

Agent Login Session Report[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A

SESSION	TIME GROUP
Login Date	Session Duration
Logout Date	Interval Login Session Duration

DESCRIPTION

Collects query-based metrics for a given AgentGroup configuration object that related to an agent's login session. The metrics include the agent's login time, logout time, overall duration of a login session, and duration of a login session within the reporting interval for each member of the group. If an agent's login session is still in progress, the logout time is not displayed.

QUERY

SQL statements for all supported RDBMS types can be found in the `Queries.xml` file located in the CCPulse+ storage directory. For Oracle RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup configuration object from Genesys Info Mart database:

```
select
    RESOURCE_.resource_name "Resource name",
    to_char(SESSION_.std_tenant_start_time, 'mm/dd/yyyy hh24:mi:ss') "Login time",
    to_char(SESSION_.std_tenant_end_time, 'mm/dd/yyyy hh24:mi:ss') "Logout time",
    SESSION_.total_duration "Actual duration",
    round((least(SESSION_.std_tenant_end_time,TIMESTAMP ':[Time.To]')-
        SESSION_.std_tenant_start_time)*24*3600,0) "Interval duration"
from
    RESOURCE_SESSION_FACT SESSION_,
    RESOURCE_ RESOURCE_,
    RESOURCE_GROUP_FACT MEMBERSHIP,
    GROUP_ GROUP_
where
    SESSION_.resource_key = RESOURCE_.resource_keya and
    SESSION_.media_type_key = (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE') and
    SESSION_.resource_key = MEMBERSHIP.resource_key and
    SESSION_.std_tenant_start_time
      between MEMBERSHIP.std_tenant_start_time and MEMBERSHIP.std_tenant_end_time and
    MEMBERSHIP.group_key = GROUP_.group_key and
    GROUP_.group_cfg_type_id = 5 and
    GROUP_.group_cfg_dbid in (:[ObjectDBIDs]) and
    SESSION_.std_tenant_start_time between TIMESTAMP ':[Time.From]' and TIMESTAMP ':[Time.To]'
```

Agent Task Report

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A

MAIN

Time Available	Total Calls Inbound	Outbound Calls AHT
Time Not Ready	Inbound Calls AHT	Total Calls Internal
Not Ready Ratio	Total Calls Outbound	Internal Calls AHT

DESCRIPTION

Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to an agent's activities. The metrics include how long an agent was ready to handle interactions, how long the agent was not ready to handle interactions, and the percentage of this time within a login session. They also include how many inbound, outbound, and internal calls the agent handled, and what was the average handling time (AHT) for calls of each type.

Calls of Unknown type are not accounted for by Genesys Info Mart and, thus, by this report.

Agent Task Report

<small>QUERY</small>
For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:

```
select
    RESOURCE_.resource_name "Agent name",
    MRESOURCE.resource_name "Media resource name",
    AG_AGENT_STATE.std_tenant_time_span "Time span",
    RNR.total_available_duration "Time available",
    RNR.total_not_ready_duration "Time not ready",
    AG_AGENT_STATE.total_inbound_handled_count "Inbound.Calls",
    round(case when AG_AGENT_STATE.total_inbound_handled_count=0 then 0 else
    (AG_AGENT_STATE.total_inbound_talk_duration
    +AG_AGENT_STATE.total_internal_hold_duration
    +AG_AGENT_STATE.total_internal_acw_duration)/AG_AGENT_STATE.total_inbound_handled_count end, 2)
        "Inbound.Average handle time",
    AG_AGENT_STATE.total_outbound_handled_count "Outbound.Calls",
    round(case when AG_AGENT_STATE.total_outbound_handled_count=0 then 0 else
    (AG_AGENT_STATE.total_outbound_talk_duration
    +AG_AGENT_STATE.total_outbound_hold_duration
    +AG_AGENT_STATE.total_outbound_acw_duration)/AG_AGENT_STATE.total_outbound_handled_count end, 2)
        "Outbound.Average handle time",
    AG_AGENT_STATE.total_internal_handled_count "Internal.Calls",
    round(case when AG_AGENT_STATE.total_internal_handled_count=0 then 0 else
    (AG_AGENT_STATE.total_internal_talk_duration
    +AG_AGENT_STATE.total_internal_hold_duration
    +AG_AGENT_STATE.total_internal_acw_duration)/AG_AGENT_STATE.total_internal_handled_count end, 2)
        "Internal.Average handle time"

from
    AG_AGENT_VOICE_IXN_:[AggTime.Table] AG_AGENT_STATE,
    RESOURCE_ RESOURCE_,
    RESOURCE_ MRESOURCE,
    (select
        SUB.resource_key, SUB.media_resource_key, SUB.std_tenant_time_span,
        sum(case when SUB2.state_type_code = 'READY' then SUB.total_state_reason_duration else 0 end)
            total_available_duration,
        sum(case when SUB2.state_type_code = 'NOTREADY' then SUB.total_state_reason_duration else 0 end)
            total_not_ready_duration
     from AG_STATE_REASON_VOICE_:[AggTime.Table] SUB, RESOURCE_STATE SUB2
     where SUB.resource_state_key = SUB2.resource_state_key
     and   SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
     group by SUB.resource_key, SUB.media_resource_key, SUB.std_tenant_time_span
    ) RNR

where
    AG_AGENT_STATE.resource_key = RESOURCE_.resource_key and
    AG_AGENT_STATE.media_resource_key = MRESOURCE.resource_key and
    AG_AGENT_STATE.resource_key = RNR.resource_key and
    AG_AGENT_STATE.media_resource_key = RNR.media_resource_key and
    AG_AGENT_STATE.std_tenant_time_span = RNR.std_tenant_time_span and
    RESOURCE_.resource_cfg_type_id = 3 and
    RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs]) and
    AG_AGENT_STATE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report[1]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A
TOTAL	15-30	>60	MAXIMUM
Total Abandoned	Total	Total	Time to Abandon
	Ratio	Ratio	
0-15	30-60	AVERAGE	
Total	Total	Time to Abandon	
Ratio	Ratio		

DESCRIPTION

Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at an agent's level. (A *skill combination* is a set of skills that customers select as relevant for handling their interactions.)

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Genesys Info Mart database:

```
select
    RESOURCE_.resource_name "Resource name",
    AG_SKILL_ABN.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_ABN.total_ixn_abandoned_count "Total abandoned",
    AG_SKILL_ABN.total_abn_range_1_count "Abandoned.TimeRange1.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_1_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange1.Ratio",
    AG_SKILL_ABN.total_abn_range_2_count "Abandoned.TimeRange2.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_2_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange2.Ratio",
    AG_SKILL_ABN.total_abn_range_3_count "Abandoned.TimeRange3.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0 else
    AG_SKILL_ABN.total_abn_range_3_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange3.Ratio",
    AG_SKILL_ABN.total_abn_range_4_count "Abandoned.TimeRange4.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_4_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange4.Ratio",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_before_abandon_duration/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Average time to abandon",
    AG_SKILL_ABN.max_before_abandon_duration "MAX time to abandon"

from
    AG_SKILL_RESOURCE_ABN_:[AggTime.Table] AG_SKILL_ABN,
    RESOURCE_ RESOURCE_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where
    AG_SKILL_ABN.resource_key = RESOURCE_.resource_key
    and AG_SKILL_ABN.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and RESOURCE_.resource_cfg_type_id = 3
    and RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs])
    and AG_SKILL_ABN.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A
TOTAL	15-30	>60	MAXIMUM
Total Abandoned	Total Ratio	Total Ratio	Time to Abandon
0-15	30-60	AVERAGE	
Total Ratio	Total Ratio	Time to Abandon	

DESCRIPTION

Collects query-based metrics for an AgentGroup configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at a group level. (A *skill combination* is a set of skills that customers select as relevant for handling their interactions.) The report sums the metric values for all agents that are members of the specified group.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup configuration object from Genesys Info Mart database:

```
select

    GROUP_.group_name "Group name",
    AG_SKILL_ABN.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_ABN.total_ixn_abandoned_count "Total abandoned",
    AG_SKILL_ABN.total_abn_range_1_count "Abandoned.TimeRange1.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_1_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange1.Ratio",
    AG_SKILL_ABN.total_abn_range_2_count "Abandoned.TimeRange2.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_2_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange2.Ratio",
    AG_SKILL_ABN.total_abn_range_3_count "Abandoned.TimeRange3.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_3_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange3.Ratio",
    AG_SKILL_ABN.total_abn_range_4_count "Abandoned.TimeRange4.Total",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_abn_range_4_count/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Abandoned.TimeRange4.Ratio",
    round(case when AG_SKILL_ABN.total_ixn_abandoned_count=0 then 0
        else AG_SKILL_ABN.total_before_abandon_duration/AG_SKILL_ABN.total_ixn_abandoned_count end, 2)
        "Average time to abandon",
    AG_SKILL_ABN.max_before_abandon_duration "MAX time to abandon"

from
    AG_SKILL_GROUP_ABN_:[AggTime.Table] AG_SKILL_ABN,
    GROUP_ GROUP_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where
    AG_SKILL_ABN.GROUP_key = GROUP_.group_key
    and AG_SKILL_ABN.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and GROUP_.group_cfg_type_id = :[Group.ObjType]
    and GROUP_.group_cfg_dbid in (:[Group])
    and AG_SKILL_ABN.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report[3]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A

TOTAL	15-30	>60	MAXIMUM
Total Abandoned	Total	Total	Time to Abandon
	Ratio	Ratio	

0-15	30-60	AVERAGE	
Total	Total	Time to Abandon	
Ratio	Ratio		

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting before abandoning calls—both on average and at a maximum—for the specified skill combination, at a Tenant's level. (A *skill combination* is a set of skills that customers select as relevant for handling their interactions.) The report sums the metrics on abandoned calls for all agents associated with the specified Tenant.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Tenant configuration object from Genesys Info Mart database:

```
select

    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_VOICE.total_ixn_abandoned_count) "Total abandoned",
    sum(AG_SKILL_VOICE.total_abn_range_1_count) "Abandoned.TimeRange1.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
        else sum(AG_SKILL_VOICE.total_abn_range_1_count)/
        sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange1.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_2_count) "Abandoned.TimeRange2.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
        else sum(AG_SKILL_VOICE.total_abn_range_2_count)/
        sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange2.Ratio",
        sum(AG_SKILL_VOICE.total_abn_range_3_count) "Abandoned.TimeRange3.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
        else sum(AG_SKILL_VOICE.total_abn_range_3_count)/
        sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange3.Ratio",
        sum(AG_SKILL_VOICE.total_abn_range_4_count) "Abandoned.TimeRange4.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
        else sum(AG_SKILL_VOICE.total_abn_range_4_count)/
        sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange4.Ratio",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
        else sum(AG_SKILL_VOICE.total_before_abandon_duration)/
        sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Average time to abandon",
    max(AG_SKILL_VOICE.max_before_abandon_duration) "MAX time to abandon"

from
    AG_SKILL_RESOURCE_ABN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
    and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'

group by AG_SKILL_VOICE.std_tenant_time_span, SKILL_COMBINATION.skill_combination_string
```

Delay Before Abandon Performance Report (by Skill Combination)

SOLUTION		INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice		7.2	N/A

TOTAL	15-30	>60	MAXIMUM
Total Abandoned	Total Ratio	Total Ratio	Time to Abandon
0-15	**30-60**	**AVERAGE**	
Total Ratio	Total Ratio	Time to Abandon	

DESCRIPTION

Collects query-based metrics for every Tenant configuration object that are aggregated over time and that are related to call abandonment rates for a particular set of skills (*skill combination*). The report reveals the agent skills configured in Configuration Database, and it provides data about the calls that customers abandoned after requesting a certain skill combination. The metrics include the number of abandoned calls—both overall and within the specified time ranges—and the time customers are waiting—both on average and at a maximum—before abandoning the calls after requesting certain agent skill(s). This report is particularly useful in evaluation of the effectiveness of various skill combinations at a Tenant level.

Note that, although you select this report for a particular tenant, data is calculated across all tenants that exist in the configuration.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:

```
select distinct
    SKILL_COMBINATION.skill_combination_key,
    SKILL_COMBINATION.skill_combination_string

from
    AG_SKILL_RESOURCE_ABN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Delay Before Abandon Performance Report (by Skill Combination)

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select

    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_VOICE.total_ixn_abandoned_count) "Total abandoned",
    sum(AG_SKILL_VOICE.total_abn_range_1_count) "Abandoned.TimeRange1.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
          else sum(AG_SKILL_VOICE.total_abn_range_1_count)/
          sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange1.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_2_count) "Abandoned.TimeRange2.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
          else sum(AG_SKILL_VOICE.total_abn_range_2_count)/
          sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange2.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_3_count) "Abandoned.TimeRange3.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
          else sum(AG_SKILL_VOICE.total_abn_range_3_count)/
          sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange3.Ratio",
    sum(AG_SKILL_VOICE.total_abn_range_4_count) "Abandoned.TimeRange4.Total",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
          else sum(AG_SKILL_VOICE.total_abn_range_4_count)/
          sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Abandoned.TimeRange4.Ratio",
    round(case when sum(AG_SKILL_VOICE.total_ixn_abandoned_count)=0 then 0
          else sum(AG_SKILL_VOICE.total_before_abandon_duration)/
          sum(AG_SKILL_VOICE.total_ixn_abandoned_count) end, 2) "Average time to abandon",
    max(AG_SKILL_VOICE.max_before_abandon_duration) "MAX time to abandon"

from
    AG_SKILL_RESOURCE_ABN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
    and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'

group by AG_SKILL_VOICE.std_tenant_time_span, SKILL_COMBINATION.skill_combination_string
```

General Skill Demand Report[1]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN
Total Entered
(Skill Combination) Requested
(Skill Combination) Ratio

DESCRIPTION
Collects query-based metrics for a Person or DN configuration object that are aggregated over time and that are related to agent skills requested by customers. The report identifies the set of skills—*skill combination*—that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by a given agent or by an agent at a given DN. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported.

This report is particularly useful in evaluation of the most requested agent skills for individual agents.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when an agent handles the same interaction two or more times.

General Skill Demand Report[1]

```
QUERY
For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person or DN configuration
object from Genesys Info Mart database:

select
    RESOURCE_.resource_name "Resource name",
    AG_SKILL_RESOURCE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_RESOURCE.total_entered_count "Entered",
    round(case when TOTALS.total_entered_count=0 then 0
            else AG_SKILL_RESOURCE.total_entered_count/TOTALS.total_entered_count end, 2) "Ratio"

from
    AG_SKILL_RESOURCE_:[AggTime.Table] AG_SKILL_RESOURCE,
    RESOURCE_ RESOURCE_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.resource_key, SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
     from AG_SKILL_RESOURCE_:[AggTime.Table] SUB
     where SUB.media_type_key =
            (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code = 'VOICE')
                and  SUB.interaction_type_key = (select SUB2.interaction_type_key
             from INTERACTION_TYPE SUB2
             where SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
                 and SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
            group by SUB.resource_key, SUB.std_tenant_time_span
    ) TOTALS

where
    AG_SKILL_RESOURCE.resource_key = RESOURCE_.resource_key
    and AG_SKILL_RESOURCE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_RESOURCE.resource_key = TOTALS.resource_key
    and AG_SKILL_RESOURCE.std_tenant_time_span = TOTALS.std_tenant_time_span
    and AG_SKILL_RESOURCE.media_type_key =
       (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE')
    and AG_SKILL_RESOURCE.interaction_type_key =
       (select interaction_type_key from INTERACTION_TYPE where interaction_type_code = 'INBOUND'
        and interaction_subtype_code='UNSPECIFIED')
    and RESOURCE_.resource_cfg_type_id = :[ObjectDBIDs.ObjType]
    and RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs])
    and AG_SKILL_RESOURCE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

General Skill Demand Report[2]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN
Total Entered
(Skill Combination) Requested
(Skill Combination) Ratio

DESCRIPTION

Collects query-based metrics for an AgentGroup or a PlaceGroup configuration object that are aggregated over time and hat are related to agent skills requested by customers. The report identifies the set of skills—*skill combination*—that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by all agents who belong to a given AgentGroup, or by all agents who are logged in at places that belong to a given PlaceGroup. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported.

This report is particularly useful in evaluation of the most requested agent skills at a group level.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents from the same group handle the same interaction.

General Skill Demand Report[2]

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding an AgentGroup or a Place-Group configuration object from Genesys Info Mart database:

```
select

    GROUP_.group_name "Group name",
    AG_SKILL_GROUP.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_GROUP.total_entered_count "Entered",
    round(case when TOTALS.total_entered_count=0 then 0
            else AG_SKILL_GROUP.total_entered_count/TOTALS.total_entered_count end, 2) "Ratio"

from

    AG_SKILL_GROUP_:[AggTime.Table] AG_SKILL_GROUP,
    GROUP_ GROUP_,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.group_key, SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
     from AG_SKILL_GROUP_:[AggTime.Table] SUB
     where SUB.media_type_key =
            (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code = 'VOICE')
                    and SUB.interaction_type_key = (select SUB2.interaction_type_key
                from INTERACTION_TYPE SUB2
            where SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
                    and SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
            group by SUB.group_key, SUB.std_tenant_time_span
    ) TOTALS

where
    AG_SKILL_GROUP.group_key = GROUP_.group_key
    and AG_SKILL_GROUP.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_GROUP.group_key = TOTALS.group_key
    and AG_SKILL_GROUP.std_tenant_time_span = TOTALS.std_tenant_time_span
    and AG_SKILL_GROUP.media_type_key =
        (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE')
    and AG_SKILL_GROUP.interaction_type_key =
        (select interaction_type_key from INTERACTION_TYPE
         where interaction_type_code = 'INBOUND' and interaction_subtype_code='UNSPECIFIED')
    and GROUP_.group_cfg_type_id = :[ObjectDBIDs.ObjType]
    and GROUP_.group_cfg_dbid in (:[ObjectDBIDs])
    and AG_SKILL_GROUP.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

General Skill Demand Report[3]

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN
Total Entered
(Skill Combination) Requested
(Skill Combination) Ratio

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to agent skills requested by customers. The report identifies the set of skills—*skill combination*—that customers select as relevant for handling their interactions. The report provides the total number of inbound voice interactions that were handled by all agents who belong to a given Tenant. The report also tells how many of those interactions requested a certain skill combination, and the percentage of the interactions with the requested skill combination. The voice interactions that requested no skills are also reported.

This report is particularly useful in evaluation of the most requested agent skills at a Tenant level.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.

General Skill Demand Report[3]

_{QUERY}
For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Tenant configuration object from Genesys Info Mart database:

```
select
    TENANT.tenant_name "Tenant",
    AG_SKILL_RESOURCE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    sum(AG_SKILL_RESOURCE.total_entered_count) "Entered",
    round(case when sum(TOTALS.total_entered_count)=0 then 0
          else sum(AG_SKILL_RESOURCE.total_entered_count)/
          sum(TOTALS.total_entered_count) end, 2) "Ratio"

from
    TENANT TENANT,
    AG_SKILL_RESOURCE_:[AggTime.Table] AG_SKILL_RESOURCE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION,
    (select SUB.std_tenant_time_span, sum(SUB.total_entered_count) total_entered_count
     from AG_SKILL_RESOURCE_:[AggTime.Table] SUB
     where SUB.media_type_key =
          (select SUB2.media_type_key from MEDIA_TYPE SUB2 where SUB2.media_name_code = 'VOICE')
     and    SUB.interaction_type_key =
          (select SUB2.interaction_type_key from INTERACTION_TYPE SUB2
           where SUB2.interaction_type_code = 'INBOUND' and SUB2.interaction_subtype_code='UNSPECIFIED')
     and    SUB.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
     and    SUB.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
     group by SUB.std_tenant_time_span
    ) TOTALS

where
    AG_SKILL_RESOURCE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_RESOURCE.std_tenant_time_span = TOTALS.std_tenant_time_span
    and AG_SKILL_RESOURCE.media_type_key =
       (select media_type_key from MEDIA_TYPE where media_name_code = 'VOICE')
    and AG_SKILL_RESOURCE.interaction_type_key =
       (select interaction_type_key from INTERACTION_TYPE
        where interaction_type_code = 'INBOUND' and interaction_subtype_code='UNSPECIFIED')
    and AG_SKILL_RESOURCE.tenant_key =
       (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
    and AG_SKILL_RESOURCE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
    and TENANT.tenant_cfg_dbid = :[Tenant]

group by
    AG_SKILL_RESOURCE.std_tenant_time_span,
    SKILL_COMBINATION.skill_combination_string,
    TENANT.tenant_name
```

Not Ready Reason Report

SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DISCONTINUED IN N/A
NOT READY TIME Total Not Ready Reason Not Ready for (Reason) Not Ready (Reason) Ratio		

DESCRIPTION

Collects query-based metrics for a Person configuration object that are aggregated over time and that are related to the time an agent spent in the `NotReady` state, with a breakdown by reason. The metrics include how long an agent was not ready to handle interactions, the reason for being not ready, how long an agent was in the `NotReady` state for a given reason, and a percentage of this time with regard to the total not-ready time. Reason values reflect software reasons—that is, the reasons established at a software level by a request from a software application, such as an agent desktop. If the reason for being in the `NotReady` state is not provided, the `Not Available` value displays for the `Reason` metric, and the `Total Not Ready` metric is not displayed.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the metrics' values regarding a Person configuration object from Info Mart:

```
select

    RESOURCE_.resource_name "Agent name",
    MRESOURCE.resource_name "Media resource name",
    AG_AGENT_STATE1.std_tenant_time_span "Time span",
    AG_AGENT_STATE2.total_state_reason_duration "Total not ready duration",
    STATE_REASON.software_reason_value "Aux code",
    AG_AGENT_STATE1.total_state_reason_duration "Aux code duration",
    round(AG_AGENT_STATE1.total_state_reason_duration/
        AG_AGENT_STATE2.total_state_reason_duration,2) "Aux code ratio"
```

Not Ready Reason Report

```
from
    AG_STATE_REASON_VOICE_:[AggTime.Table] AG_AGENT_STATE1,
    RESOURCE_ RESOURCE_,
    RESOURCE_ MRESOURCE,
    RESOURCE_STATE_REASON STATE_REASON,
    ( select
        AG_AGENT_STATE_SUM.resource_key,
        AG_AGENT_STATE_SUM.media_resource_key,
        AG_AGENT_STATE_SUM.std_tenant_time_span,
        sum(AG_AGENT_STATE_SUM.TOTAL_STATE_REASON_DURATION)TOTAL_STATE_REASON_DURATION

      from
        AG_STATE_REASON_VOICE_:[AggTime.Table] AG_AGENT_STATE_SUM

      where
        AG_AGENT_STATE_SUM.resource_state_key in
            (select resource_state_key from RESOURCE_STATE where state_type_code = 'NOTREADY')
        and AG_AGENT_STATE_SUM.RESOURCE_STATE_REASON_KEY in
            (select RESOURCE_STATE_REASON_KEY from RESOURCE_STATE_REASON
             where REASON_TYPE_CODE = 'SOFTWARE_KEY_VALUE')
        and AG_AGENT_STATE_SUM.resource_key in
            (select resource_key from RESOURCE_
             where resource_cfg_dbid in (:[ObjectDBIDs]) and RESOURCE_.resource_cfg_type_id = 3)
        and AG_AGENT_STATE_SUM.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
        and AG_AGENT_STATE_SUM.TOTAL_STATE_REASON_DURATION <> 0

    group by
        AG_AGENT_STATE_SUM.resource_key,
        AG_AGENT_STATE_SUM.media_resource_key,
        AG_AGENT_STATE_SUM.std_tenant_time_span
    ) AG_AGENT_STATE2


where
    AG_AGENT_STATE1.resource_key = AG_AGENT_STATE2.resource_key and
        AG_AGENT_STATE1.media_resource_key = AG_AGENT_STATE2.media_resource_key
    and AG_AGENT_STATE1.std_tenant_time_span = AG_AGENT_STATE2.std_tenant_time_span
    and AG_AGENT_STATE1.resource_key = RESOURCE_.resource_key
    and AG_AGENT_STATE1.media_resource_key = MRESOURCE.resource_key
    and AG_AGENT_STATE1.resource_state_key in
        (select resource_state_key from RESOURCE_STATE where state_type_code = 'NOTREADY')
    and AG_AGENT_STATE1.resource_state_reason_key = STATE_REASON.resource_state_reason_key
    and STATE_REASON.REASON_TYPE_CODE = 'SOFTWARE_KEY_VALUE'
    and AG_AGENT_STATE1.TOTAL_STATE_REASON_DURATION <> 0
    and RESOURCE_.resource_cfg_type_id = 3
    and RESOURCE_.resource_cfg_dbid in (:[ObjectDBIDs])
    and AG_AGENT_STATE1.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Answered Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN	0-15	30-60
Total Requested	Total	Total
Answered Total	Ratio	Ratio
Answered Ratio	**15-30**	**>60**
Average Speed of Answer	Total	Total
Maximum Time to Answer	Ratio	Ratio
Average Talk Time – Calls		
Average Hold Time – Calls Answered		
Average ACW - Calls		
Average Handle Time – Calls Answered		
Transferred – Calls		
Transferred Ratio		

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for calls that requested a particular set of skills and were answered by the Tenant's agents. A *skill combination* is a set of skills that customers select as relevant for handling their interactions.

The metrics include how many calls requested a particular skill combination, how many of those calls were answered, the percentage of the answered calls with regard to the total number of call requesting this skill combination, and how soon calls were answered—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the answered calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were answered within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on answered calls that requested a particular skill combination for all agents associated with the specified Tenant.

This report is particularly useful in evaluation, at a Tenant level, of how efficiently the calls are handled when the callers request that their agents posses certain skills.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:

```
select distinct
    SKILL_COMBINATION.skill_combination_key,
    SKILL_COMBINATION.skill_combination_string
from
    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and
    AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant]) and
    AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Answered Report

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select

    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0
        else AG_SKILL_VOICE.total_answered_count/AG_SKILL_VOICE.total_entered_count end, 2)
        "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.Avg time to answer",
    AG_SKILL_VOICE.max_init_response_duration "Answered.Max time to answer",
    AG_SKILL_VOICE.total_ans_range_1_count "Answered.TimeRange1.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_ans_range_1_count/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.TimeRange1.Ratio",
    AG_SKILL_VOICE.total_ans_range_2_count "Answered.TimeRange2.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_ans_range_2_count/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.TimeRange2.Ratio",
    AG_SKILL_VOICE.total_ans_range_3_count "Answered.TimeRange3.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_ans_range_3_count/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.TimeRange3.Ratio",
    AG_SKILL_VOICE.total_ans_range_4_count "Answered.TimeRange4.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_ans_range_4_count/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.TimeRange4.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_talk_duration/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.Average talk time",
    round(case when AG_SKILL_VOICE.total_ixn_held_count=0 then 0
        else AG_SKILL_VOICE.total_hold_duration/AG_SKILL_VOICE.total_ixn_held_count end, 2)
        "Answered.Average hold time",
    round(case when AG_SKILL_VOICE.total_ixn_acw_count=0 then 0
        else AG_SKILL_VOICE.total_acw_duration/AG_SKILL_VOICE.total_ixn_acw_count end, 2)
        "Answered.Average ACW time",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_agent_handle_duration/AG_SKILL_VOICE.total_answered_count end, 2)
        "Answered.Average handle time",
    AG_SKILL_VOICE.total_ixn_ans_trns_count "Total Calls Transferred",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
        else AG_SKILL_VOICE.total_ixn_ans_trns_count/AG_SKILL_VOICE.total_answered_count end, 2)
        "Transferred.Ratio"
from

    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Matched Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN	0-15		30-60	
Total Requested	Total		Total	
Matched Total	Ratio		Ratio	
Matched Ratio	15-30		>60	
Average Time to Match	Total		Total	
Maximum Time to Match	Ratio		Ratio	
Average Talk Time – Matched Calls				
Average Hold Time – Matched Calls				
Average ACW – Matched Calls				
Average Handle Time – Matched Calls				
Transferred – Matched Calls				
Transferred Ratio – Matched Calls				

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for calls that requested a particular set of skills and were answered by those of the Tenant's agents who had the matching skill combination. A *skill combination* is a set of skills that customers select as relevant for handling their interactions.

The metrics include how many calls requested a particular skill combination; how many of those calls were matched—that is, answered by agents who possessed the requested skills; the percentage of the matched calls with regard to the total number of call requesting this skill combination; and how soon calls were matched—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the matched calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were matched within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on matched calls for all agents associated with the specified Tenant.

This report is particularly useful in evaluation, at a Tenant level, of how efficiently the calls are handled when the callers request that their agents posses certain skills.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:

```
select distinct
    SKILL_COMBINATION.skill_combination_key,
    SKILL_COMBINATION.skill_combination_string
from
    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and
    AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbi = :[Tenant]) and
    AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Matched Report

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select

    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0
          else AG_SKILL_VOICE.total_answered_count/AG_SKILL_VOICE.total_entered_count end, 2)
          "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.Avg time to answer",
    AG_SKILL_VOICE.max_init_response_duration "Answered.Max time to answer",
    AG_SKILL_VOICE.total_ans_range_1_count "Answered.TimeRange1.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_ans_range_1_count/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.TimeRange1.Ratio",
    AG_SKILL_VOICE.total_ans_range_2_count "Answered.TimeRange2.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_ans_range_2_count/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.TimeRange2.Ratio",
    AG_SKILL_VOICE.total_ans_range_3_count "Answered.TimeRange3.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_ans_range_3_count/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.TimeRange3.Ratio",
    AG_SKILL_VOICE.total_ans_range_4_count "Answered.TimeRange4.Total",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_ans_range_4_count/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.TimeRange4.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_talk_duration/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.Average talk time",
    round(case when AG_SKILL_VOICE.total_ixn_held_count=0 then 0
          else AG_SKILL_VOICE.total_hold_duration/AG_SKILL_VOICE.total_ixn_held_count end, 2)
          "Answered.Average hold time",
    round(case when AG_SKILL_VOICE.total_ixn_acw_count=0 then 0
          else AG_SKILL_VOICE.total_acw_duration/AG_SKILL_VOICE.total_ixn_acw_count end, 2)
          "Answered.Average ACW time",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_agent_handle_duration/AG_SKILL_VOICE.total_answered_count end, 2)
          "Answered.Average handle time",
    AG_SKILL_VOICE.total_ixn_ans_trns_count "Total Calls Transferred",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
          else AG_SKILL_VOICE.total_ixn_ans_trns_count/AG_SKILL_VOICE.total_answered_count end, 2)
          "Transferred.Ratio"
from
    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Report

SOLUTION	INTRODUCED IN	DISCONTINUED IN
GIM Inbound Voice	7.2	N/A

MAIN	
Total Requested	Average Speed of Answer (ASA)
Abandoned	Matched Total
Abandoned Ratio	Ratio for Matched Skill to Total Requested
Average Time to Abandon	Ratio for Matched Skill to Calls Answered
Answered Total	Average Time to Match
Answered Ratio	

DESCRIPTION

Collects query-based metrics for a Tenant configuration object that are aggregated over time and that are related to KPIs (key performance indicators) for call routing based on skill combination. A *skill combination* is a set of skills that customers select as relevant for handling their interactions.

The metrics include how many calls requested a particular skill combination; how many of those calls were matched—that is, answered by agents who possessed the requested skills; the percentage of the matched calls with regard to the total number of call requesting this skill combination; and how soon calls were matched—both on average and at a maximum. The metrics also include averages of the times customers talked with agents and were on hold, and the times agents spent on after-call work and overall call processing. In addition, the metrics show how many of the matched calls were transferred at least one time, and the percentage of the transferred calls with regard to the handled calls. Finally, the metrics provide the number and percentage of calls that requested a particular skill combination and were matched within a certain time interval. The voice interactions that requested no skills are also reported. The report sums the metrics on matched calls for all agents associated with the specified Tenant.

This report does not offer an in-depth view of KPIs, but rather is useful as an overview of the skill-based routing performance at a Tenant level.

A skill combination can include any number of skills defined in the configuration, which the report combines through the AND logical operand. Each skill can also have a level, meaning that the skill is required with at least this level of proficiency. When a level is not selected, the specified skills with any level of proficiency are reported. Skills associated with a given interaction are those that a customer requested at the interaction start time. They do not reflect any changes the customer might make in the skill selection over the duration of the interaction. A given skill combination is counted only once when two or more agents who belong to the specified Tenant handle the same interaction.

QUERY

For any RDBMS, the following SQL statement is used to retrieve the values for skill combinations configured for a Tenant configuration object, from Genesys Info Mart database:

```
select distinct
    SKILL_COMBINATION.skill_combination_key,
    SKILL_COMBINATION.skill_combination_string
from
    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION
where
    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key and
    AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant]) and
    AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

Skill Combination Report

The following SQL statement is used to retrieve the metrics' values for a Tenant configuration object, based on the requested skill combinations:

```
select
    AG_SKILL_VOICE.std_tenant_time_span "Time span",
    SKILL_COMBINATION.skill_combination_string "Requested skill",
    AG_SKILL_VOICE.total_entered_count "Total Requested",
    AG_SKILL_VOICE.total_ixn_abandoned_count "Total Abandoned",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0
            else AG_SKILL_VOICE.total_ixn_abandoned_count/AG_SKILL_VOICE.total_entered_count end, 2)
            "Abandoned.Ratio",
    round(case when AG_SKILL_VOICE.total_ixn_abandoned_count=0 then 0
            else AG_SKILL_VOICE.total_before_abandon_duration/AG_SKILL_VOICE.total_ixn_abandoned_count end,2)
            "Abandoned.Avg time to abandon",
    AG_SKILL_VOICE.total_answered_count "Total Answered",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0
            else AG_SKILL_VOICE.total_answered_count/AG_SKILL_VOICE.total_entered_count end, 2)
            "Answered.Ratio",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
            else AG_SKILL_VOICE.total_init_response_duration/AG_SKILL_VOICE.total_answered_count end, 2)
            "Answered.Avg time to answer",
    AG_SKILL_VOICE.total_answered_count "Total Matched",
    round(case when AG_SKILL_VOICE.total_entered_count=0 then 0
            else AG_SKILL_VOICE.total_ans_skill_match_count/AG_SKILL_VOICE.total_entered_count end, 2)
            "Matched.Ratio to requested",
    round(case when AG_SKILL_VOICE.total_answered_count=0 then 0
            else AG_SKILL_VOICE.total_ans_skill_match_count/AG_SKILL_VOICE.total_answered_count end, 2)
            "Matched.Ratio to answered",
    round(case when AG_SKILL_VOICE.total_ans_skill_match_count=0 then 0
            else AG_SKILL_VOICE.total_init_resp_match_duration/
            AG_SKILL_VOICE.total_ans_skill_match_count end, 2) "Matched.Average time to match"

from
    AG_SKILL_VOICE_INB_IXN_:[AggTime.Table] AG_SKILL_VOICE,
    REQUESTED_SKILL_COMBINATION SKILL_COMBINATION

where

    AG_SKILL_VOICE.requested_skill_key = SKILL_COMBINATION.skill_combination_key
    and AG_SKILL_VOICE.tenant_key = (select tenant_key from TENANT where tenant_cfg_dbid = :[Tenant])
    and AG_SKILL_VOICE.requested_skill_key in ( :[SubQuery] )
    and AG_SKILL_VOICE.std_tenant_time_span between ':[AggTime.From]' and ':[AggTime.To]'
```

![Genesys logo]

4

Solution-Provided Metrics

The listing of metrics provided by a Genesys solution or solution channel depends on how you deploy Reporting for the solution/channel. For example, some real-time metrics also have an historical counterpart that is defined within CCPulse+. If you do not configure Historical Reporting, these comparable historical metrics will not be available. This chapter lists the metrics that are available when you configure both real-time and historical reporting within your environment and you deploy your solution using its the corresponding solution wizard. Each metric is hyperlinked to another part of this document where the metric is described.

Descriptions of Form Labels

Form Title The name of the Genesys solution or channel.

Real-Time Metric Lists, in alphabetical order, all real-time metrics that are offered by the solution or channel.

Corresponding Historical Metric Lists the corresponding historical metric, if applicable, that is offered by the solution or by a solution channel.

E-mail

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Accepted	EMAIL_ACCEPTED	Not-submitted	N/A
Age of oldest email (current)	N/A	Offered	EMAIL_OFFERED
Average Processing Time	N/A	Outbound	EMAIL_GEN_OUTBOUND
Entered^Q	EMAIL_Q_ENTERED	Outbound Initiated	EMAIL_OUT_INI
Entered^T	EMAIL_GEN_ENTERED	Processed	EMAIL_PROCESSED
Forwarded	EMAIL_GEN_FORWARD	Processing Time	EMAIL_PROC_TIME
In Processing^Q	N/A	Pulled	EMAIL_PULLED
In Processing^T	N/A	Redirected	EMAIL_GEN_REDIRECT
In Processing^A	N/A	Rejected	EMAIL_REJECTED
In Queue	N/A	Responded	EMAIL_GEN_RESPOND
Inbound Terminated	EMAIL_INB_TERM	Response Time (avg)	N/A
Inbound Transferred	EMAIL_INB_TRANS	Response Time (total)	EMAIL_GEN_RESPTIME
Internal	EMAIL_GEN_INTERNAL	Responded	EMAIL_GEN_RESPOND
Internal Initiated	EMAIL_INT_INI	Stopped Processing	EMAIL_Q_STOPPED
Maximum Interactions^Q	EMAIL_Q_MAX_INT	Terminated	EMAIL_GEN_TERMINAT
Maximum Interactions^T	EMAIL_GEN_MAX_INT	Timed Out	EMAIL_TIMED_OUT
Minimum Interactions^Q	EMAIL_Q_MIN_INT	Transfers	EMAIL_GEN_TRANSFER
Minimum Interactions^T	EMAIL_GEN_MIN_INT	Waiting Processing^Q	N/A
Moved out	EMAIL_Q_MOVED_OUT	Waiting Processing^T	N/A

A=for agents, places, and groups thereof
T=for tenants
Q=for interaction queues

Enterprise Routing

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Distrib	PC_N_DISTRIB	Inbound^D	N/A
%Abandoned	PC_N_ABANDOVED	InboundCalls	N/A
Abandon	N_ABANDONED	Internal^A	N_INTERNAL
AfterCallWork	N/A	Internal^D	N/A
AgentStatus	N/A	InternalCalls	N/A
Answered	N_ANSWERED	Entered	N_ENTERED
AverHandle	AV_T_HANDLE	ExpectedWaitTime	N/A
AvgAband	AV_T_ABANDONED	Outbound^A	N_OUTBOUND
AvgConsult^A	AV_T_CONSULT	Outbound^D	N/A
AvgConsult^D	N/A	OutboundCalls	N/A
AvgDistrib	AV_T_DISTRIBUTED	NotReadyForACall	N/A
AvgHandle^A	AV_T_HANDLE	PlaceStatus	N/A
AvgHandle^D	N/A	ServiceFactor	SERVICE_FACTOR
AvgInbound^A	AV_T_INBOUND	TotalCallsOnHold	N_HOLD
AvgInbound^D	N/A	TransfersMade	N_TRANSFERS_MADE
AvgOutbound^A	AV_T_OUTBOUND	TransfersTaken	N_TRANSFERS_TAKEN
AvgOutbound^D	N/A	TotalLogin	T_LOGIN
CallsInConsulting	N/A	TimeToAnswer	T_ANSWERED
CallsInDialing	N/A	TimeToDistrib	T_DISTRIBUTED
CallsInRinging	N/A	TimeToAbandon	T_ABANDONED
CallsOnHold	N/A	TotalACW^A	T_WORK
CallsWaiting	N/A	TotalACW^D	N/A
Consult^A	N_CONSULT	TotalLogin	T_LOGIN
Consult^D	N/A	TotalNR^A	T_NOT_READY
CurrMaxWaiting	N/A	TotalNR^D	N/A
Distribut	N_DISTRIBUTED	TotalTalk^A	T_TALK
DNStatus	N/A	TotalTalk^D	N/A
GroupState	N/A	TotalWait	T_WAIT
Inbound^A	N_INBOUND	WaitingForACall	N/A

A=for agents, groups, and places
D=for DNs

GIM Inbound Voice

QUERY-BASED METRIC	QUERY-BASED METRIC
(Skill Combination) Ratio	Maximum Time to Match
(Skill Combination) Requested	Not Ready (Reason) Ratio
Abandoned	Not Ready for (Reason)
Abandoned Ratio	Not Ready Ratio
Answered Ratio	Outbound Calls AHT
Answered Total	Ratio
Average ACW - Calls	Ratio for Matched Skill to Calls Answered
Average ACW – Matched Calls	Ratio for Matched Skill to Total Requested
Average Handle Time – Calls Answered	Reason
Average Handle Time – Matched Calls	Session Duration
Average Hold Time – Calls Answered	Time Available
Average Hold Time – Matched Calls	Time Not Ready
Average Speed of Answer	Time to Abandon
Average Speed of Answer (ASA)	Total
Average Talk Time – Calls	Total Abandoned
Average Talk Time – Matched Calls	Total Calls Inbound
Average Time to Abandon	Total Calls Internal
Average Time to Match	Total Calls Outbound
Inbound Calls AHT	Total Entered
Internal Calls AHT	Total Not Ready
Interval Login Session Duration	Total Requested
Login Date	Transferred – Calls
Logout Date	Transferred – Matched Calls
Matched Ratio	Transferred Ratio
Matched Total	Transferred Ratio – Matched Calls
Maximum Time to Answer	

Open Media

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Average Processing Time	N/A	Total Entered	N/A
Current in Queue	N/A	Total Finished Processing	N/A
Current Waiting for Processing	N/A	Total Moved	N/A
Maximum number of Interactions	N/A	Total Offered	N/A
Minimum number of Interactions	N/A	Total Processing Time	N/A
Number of Interactions in process	N/A	Total Rejected	N/A
Number of interactions in Process	N/A	Total Terminated	N/A
Number of interactions that have stopped processing	N/A	Total Timed Out	N/A
Total Accepted	N/A	Total Transfers	N/A

Outbound Contact

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Abandoned	PC_N_ABANDOVED	GroupStatus	N/A
%Distrib	PC_N_DISTRIB	HitRatio	N/A
Abandon	N_ABANDONED	Inbound	N_INBOUND
Abandoned	N_ABANDONED	Inbound	N/A
Activated	T_ACTIVAT_DURATION	InboundCalls	N/A
AfterCallWork	N/A	Internal	N_INTERNAL
AgentStatus	N/A	Internal	N/A
Answered	N_ANSWERED	InternalCalls	N/A
AnswerMachine	N_ANSW_MACHINE	NoAnswer	N_NO_ANSWER
Answers	N_ANSWERS	NoRPC	N_NO_RPC
ASM_Outbound	N_ASM_OUTBOUND	NotReadyForACall	N/A
ASM_Outbound	N/A	Outbound	N_OUTBOUND
ASM_Received	N_ASM_ENGAGE	Outbound	N/A
ASM_Received	N/A	PerCallBacksCompleted	N_PER_CALLBK_COMPL
AvgAband	N/A	PerCallBacksMissed	N_PER_CALLBK_MISS
AvgConsult	AV_T_CONSULT	PerCallBacksScheduled	N_PER_CALLBK_SCHED
AvgConsult	N/A	PlaceStatus	N/A
AvgConsult	N/A	RecordsCanceled	N/A
AvgDistrib	AV_T_DISTRIBUTED	RecordsCompleted	N_RECORDS_COMPLETE
AvgHandle	AV_T_HANDLE	Running	T_RUNNING_DURATION
AvgHandle	N/A	ServiceFactor	SERVICE_FACTOR
AvgHandle	AV_T_HANDLE	SITDetected	N_SIT_DETECTED
AvgHandle	N/A	SITNoCircuit	N_SIT_NO_CIRCUIT
AvgHandleWithASM	N/A	SITOperIntercept	N_SIT_OPER_INTER
AvgInbound	AV_T_INBOUND	SITReorder	N_SIT_REORDER
AvgInbound	N/A	SITUnknown	N_SIT_UNKNOWN
AvgInbound	N/A	SITVacant	N_SIT_VACANT
AvgOutbound	AV_T_OUTBOUND	SystemError	N/A
AvgOutbound	N/A	SystemError	T_SYSERROR_DURATIN
AvgOutbound	N/A	TimeToAbandon	T_ABANDONED
Busy	N_BUSY	TimeToAnswer	T_ANSWERED
CallBacksCompleted	N_CALLBKS_COMPL	TimeToDistrib	T_DISTRIBUTED
CallBacksMissed	N_CALLBKS_MISSED	TotalACW	T_WORK
CallBacksScheduled	N_CALLBKS_SCHEDUL	TotalACW	N/A
CallsInDialing	N/A	TotalASM_Outbound	T_ASM_OUTBOUND
CallsInRinging	N/A	TotalCallsOnHold	N_HOLD
CallsOnHold	N/A	TotalConsult	T_CONSULT
CallsWaiting	N/A	TotalInbound	T_INBOUND
Cancel	N_CANCEL	TotalLogin	T_LOGIN
Consult	N_CONSULT	TotalNR	T_NOT_READY
Consult	N/A	TotalNR	N/A
CurrMaxWaiting	N/A	TotalOutbound	T_OUTBOUND
Deactivated	T_DEACTIV_DURATION	TotalTalk	T_TALK
DialMade	N_DIAL_MADE	TotalTalk	N/A
DialMode	N/A	TotalWait	T_WAIT
Distribut	N_DISTRIBUTED	TransfersMade	N_TRANSFERS_MADE
DNStatus	N/A	TransfersTaken	N_TRANSFERS_TAKEN
DoNotCall	N_DO_NOT_CALL	WaitingAgent	N/A
Dropped	N_DIAL_DROPPED	WaitingAgents	T_WAIT_AGENT_DURAT
Entered	N_ENTERED	WaitingForACall	N/A
EstimTimeToComplete	N/A	WaitingPort	N/A
EstimTimeToDistrib	N/A	WaitingPort	T_WAIT_PORT_DURAT
ExpectedWaitTime	N/A	WaitingRecords	T_WAIT_RECORD_DURA
FaxModem	N_FAXMODEM_DETECT	WaitinRecords	N/A
GroupState	N/A		

Voice

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Abandon	N/A	Hold Outbound	VOICE_HLD_OUT_T
Abandoned (total)	VOICE_ABND	Inbound	VOICE_INB
Abandoned (%)	N/A	Inbound Hold	VOICE_HLD_INB
Abandoned While Ringing	VOICE_ABND_WR	Internal Made	VOICE_INT_MD
ACW	N/A	Internal Taken	VOICE_INT_TK
ACW Auxiliary	VOICE_ACW_AUX_T	Maximum	VOICE_MAX
ACW Inbound	VOICE_ACW_INB_T	Minimum	VOICE_MIN
ACW Outbound	VOICE_ACW_OUT_T	Outbound	VOICE_OUT
Answered	VOICE_ANSW	Outbound Hold	VOICE_HLD_OUT
Cleared (total)	VOICE_CLR	Sent To Queue	VOICE_SENT_Q
Cleared (%)	N/A	Talk	N/A
Consult Made	VOICE_CNS_MD	Talk Consult Made	VOICE_CNS_MD_T
Consult Taken	VOICE_CNS_TK	Talk Consult Taken	VOICE_CNS_TK_T
Current	N/A	Talk Inbound	VOICE_TLK_INB_T
Distribute	N/A	Talk Internal Made	VOICE_INT_TK_T
Distributed (total)	VOICE_DSTR	Talk Internal Taken	VOICE_INT_TK_T
Distributed (%)	N/A	Talk Outbound	VOICE_TLK_OUT_T
Entered	VOICE_ENTR	Time to Abandon	VOICE_ABND_T
Forced Off	VOICE_FRCD_OFF	Time to Distribute	VOICE_DSTR_T
Forwarded	VOICE_FRWD	Transfers Made	VOICE_TFR_MD
Hold	N/A	Transfers Taken	VOICE_TFR_TK
Hold Inbound	VOICE_HLD_INB_T		

Voice Callback

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
CB Request Attempts	VCB_REQ_ATTMPT	Last Hour (CB Requested)	N/A
CB Requested	N/A	Live AWT	N/A
Abandoned (virtual or live ixns)	VCB_ABANDON	Live Disposed with EWT	VCB_LIVE_DISP_EWT
Abandoned (live ixns only)	VCB_EV_ABAND	Live Distributed	VCB_LIVE_DISTR
Abandoned %	N/A	Live Entered	VCB_LIVE_ENTER
Abandoned in TR	VCB_EV_ABAN_TR	Live EWT (avg)	N/A
Abandoned in TR %	N/A	Live EWT (total)	VCB_LIVE_EWT
All Distributed	N/A	Live Waiting	N/A
All Entered	N/A	Made	VCB_ATT_MADE
All Waiting	N/A	Not Rescheduled CB	VCB_NOT_RESCHED
ASAP CB %	N/A	Online Time Saved	N/A
ASAP CB Requested	VCB_ASAP_CB	Out of SL	N/A
AWT	N/A	Out of SL %	N/A
CB Attempts Failed	VCB_CB_FAILED	Rescheduled CB	VCB_CB_RESCHED
CB AWT	N/A	Rescheduled CB %	N/A
CB EWT	N/A	Scheduled CB %	N/A
CB Disposed With EWT	VCB_CB_DISPOS_EWT	Scheduled CB Requested	VCB_SCHED_CB
CB Distributed	VCB_CB_DISTR	Succeeded	VCB_ATT_SUCCES
CB Entered	VCB_CB_ENTER	Successful CB	VCB_CB_SUCCES
CB EWT	VCB_CB_EWT	Time to Distribute	VCB_EV_TIME_DIST
CB Waiting	N/A	Time to Abandon	VCB_EV_TIME_ABAN
Disposed with EWT	VCB_EV_DISP_EWT	To Abandon	VCB_TI_DISTR_LIVE
Distributed	VCB_EV_DISTRIB	To Distribute CB	VCB_TI_DISTR_CB
Entered	VCB_EV_ENTERED	To Distribute Live	VCB_TI_DISTR_LIVE
EWT	N/A	Wait Time (total)	N/A
EWT	N/A	Wait Time (avg)	N/A
EWT (total time)	VCB_EV_EWT	Within SL	VCB_EV_WITHIN_SL
Failed	N/A		

Web Media

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
Abandoned	CHAT_GN_ABND	Inbound[C]	CHAT_INB
Answer (total time)	CHAT_GN_ANSW_T	N/A	CHAT_CCH_INTR
Answer (avg)	N/A	N/A	CHAT_CCH_RQ
Answered	CHAT_GN_ANSW	N/A	CHAT_MNTR
Conferences Initiated[C]	CHAT_CNF_INIT	N/A	CHAT_MNTR_INIT
Conferences Joined[C]	CHAT_CNF_JOIN	N/A	CHAT_RCV_CCH
Entered	CHAT_GN_ENTR	N/A	CHAT_RQ_CCH
Handle (total time)	CHAT_GN_HNDL_T	Processing[C]	CHAT_PRC_T
Handle (avg time)	N/A	Processing time (avg)	N/A
Handled	CHAT_GN_HNDL	Transfers	CHAT_GN_TRF
Handled (current number)	N/A	Waiting (current number)	N/A

C=filtered specifically for chat media

![Genesys logo]

5 CC Analyzer Report Templates

The Genesys CC Analyzer report templates are SAP Crystal Reports(`*.rpt`) documents that were designed using third-party software, SAP Crystal Reports Suite. These documents guide you in generating reports that are based from predefined Data Mart report layouts. Refer to "ODS Layout Templates" on page 79 for additional information.

This chapter includes the following sections:

Viewing the Report Query

To understand the underlying report data, it helps to know which data is being retrieved from the Data Mart, which tables store that information, and how the data was collected in the first place. Although the *Overview* book of the *Reporting Technical Reference* series and much of the Reporting documentation set address the *how,* you can determine the *what* and *where* by looking at the supporting queries for each report, which include the sections for the summary and details level. Figure 2 depicts what the summary query is for a report based on a `Queue` report template with a selection of weekly aggregation.
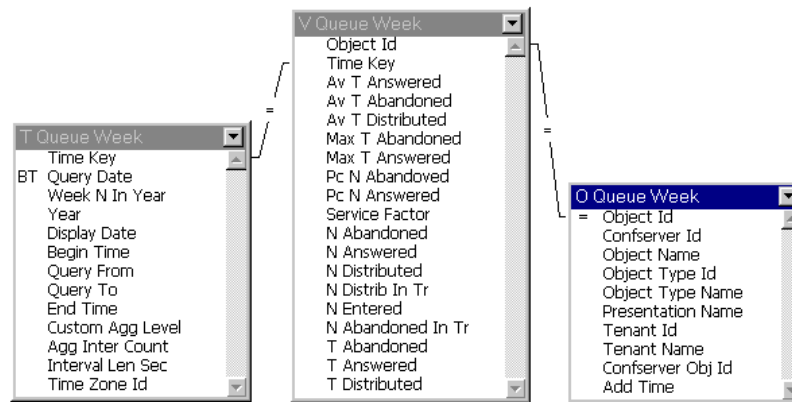
Figure 2:   Summary-Level Query for a Queue Weekly Report

The data supporting the information provided on this report's Summary page is based on three joined tables in the Data Mart: T_Queue_Week, V_Queue_Week, and O_Queue_Week. The table names follow the convention:

- T_ for time dimension, R_ or V_ for stat results, and O_ for object descriptions.

- ODS layout template name (QUEUE, in this case).

- Aggregation level—WEEK for a weekly report of queue activity.

If the table title bars in your report do not show three pieces of information, double-click the title bar to open the Topic Properties dialog box. The Physical Name field holds the actual Data Mart table name.

Likewise, Figure 3 shows the details-level section of a report based on the Queue report template with a selection of weekly aggregation. Information supporting the Detail pages of this report is pulled from the corresponding DAY tables in the Data Mart.
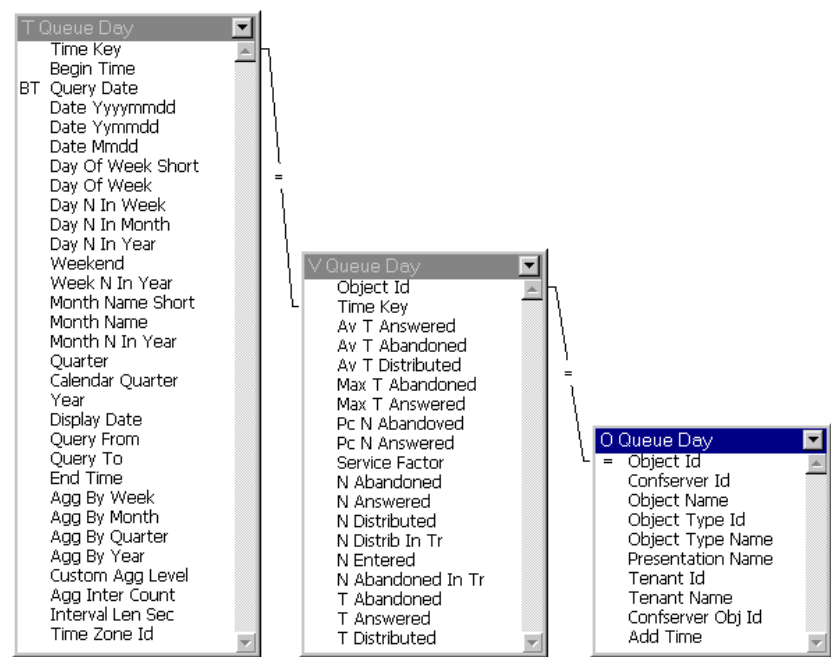
Figure 3:   Details-Level Query

The table names correspond to the views displayed within ETL Assistant. Note that ETL Assistant shows `R_QUEUE_WEEK` in the `Stat Result Table` field even though `V_QUEUE_WEEK` appears in the Summary-level query within SAP Crystal Reports (Figure 2, on page 72). This is the behavior for all report views. Refer to *Reporting 7.6 ETL Assistant Help* and the *Reporting 7.6 ETL Runtime User's Guide* for more information on these Historical Reporting components. Figure 4 shows ETL Assistant's perspective on a Queue Weekly report view.
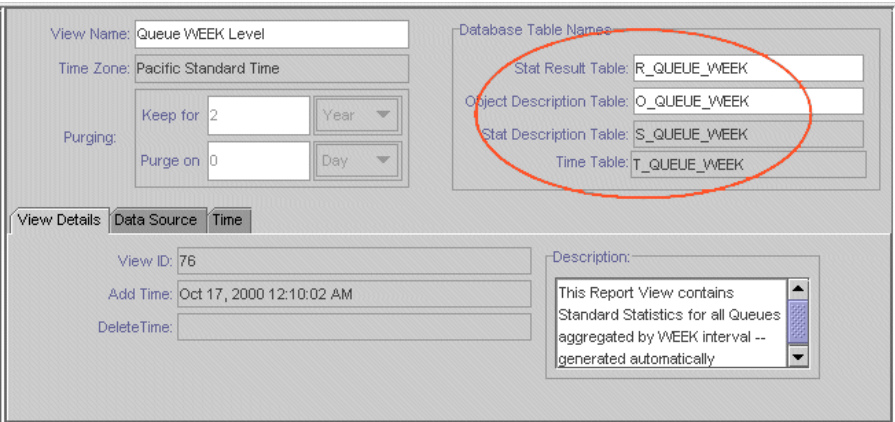
Figure 4:   Database Table Names Assigned Within ETL Assistant

The `Stat Description` table is not used in the query. The column name is a short name for the metric.

List of Genesys-Provided Report Templates

Table 1 links each provided canned template to its corresponding ODS layout template. Refer to the "Solution-Provided Templates" (page 11) and "ODS Layout Templates" (page 79) sections for additional information. This table also shows which aggregation levels appear in the reports based on these templates.

Table 1: Listing of SAP Crystal Reports Templates

ODS Layout Template Name	SAP Crystal Reports Template File Name	Selected Aggregation Level
AGENT	Agent Daily.rpt	Daily
	Agent Weekly.rpt	Weekly
	Agent Monthly.rpt	Monthly
	Agent quarterly.rpt	Quarterly
	Agent Yearly.rpt	Yearly
	Agent Comp Daily.rpt	Daily
	Agent Comp Weekly.rpt	Weekly
	Agent Comp Monthly.rpt	Monthly
	Agent Comp Quarterly.rpt	Quarterly
	Agent Comp Year.rpt	Yearly
PLACE	Place Daily.rpt	Daily
	Place Weekly.rpt	Weekly
	Place Monthly.rpt	Monthly
	Place Quarterly.rpt	Quarterly
	Place Yearly.rpt	Yearly
	Place Comp Daily.rpt	Daily
	Place Comp Weekly.rpt	Weekly
	Place Comp Monthly.rpt	Monthly
	Place Comp Quarterly.rpt	Quarterly
	Place Comp Yearly.rpt	Yearly
QUEUE and ROUTEPOINT	Queue Daily.rpt	Daily
	Queue Weekly.rpt	Weekly
	Queue Monthly.rpt	Monthly
	Queue Quarterly.rpt	Quarterly
	Queue Yearly.rpt	Yearly
	Queue Comparison Daily.rpt	Daily
	Queue Comparison weekly.rpt	Weekly
	Queue Comparison Monthly.rpt	Monthly
	Queue Comparison Quarterly.rpt	Quarterly
	Queue Comparison Yearly.rpt	Yearly
CALL_LS	Outbound Calling List Daily.rpt	Daily
CMP	Outbound Campaign Daily.rpt	Daily

Table 1: Listing of SAP Crystal Reports Templates (Continued)

ODS Layout Template Name	SAP Crystal Reports Template File Name	Selected Aggregation Level
CMP_CALL_L	Outbound Campaign Calling List Daily.rpt	Daily
CMP_GR	Outbound Campaign Groups Status Daily.rpt	Daily
O_AGENT	Outbound Agent Daily.rpt	Daily
	Outbound Agent Weekly.rpt	Weekly
	Outbound Agent Quarterly.rpt	Monthly
	Outbound Agent Monthly.rpt	Quarterly
	Outbound Agent Yearly.rpt	Yearly
	Outbound Agent Comp Daily.rpt	Daily
	Outbound Agent Comp Weekly.rpt	Weekly
	Outbound Agent Comp Monthly.rpt	Monthly
	Outbound Agent Comp Quarterly.rpt	Quarterly
	Outbound Agent Comp Yearly.rpt	Yearly

Presentation Names of Historical Metrics

Report presentation names are the display names used in your finalized report. Table 2 maps each presentation name to its corresponding column name in the Data Mart. These column names are further detailed in the "Data Mart Composite Metrics" .

Table 2: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart

Presentation Name	Data Mart Column Name	Presentation Name	Data Mart Column Name
% of Abandoned Calls	PC_N_ABANDOVED	Average Speed of Answer	AV_T_ANSWERED
% of Answered Calls	PC_N_ANSWERED	Average Time to Abandon	AV_T_ABANDONED
%After Call Work	PC_N_WORK	Average Time to Distribute	AV_T_DISTRIBUTED
%After Call Work Time	PC_T_WORK	Busy	N_BUSY
%Calls on Hold	PC_N_HOLD	Calls	N_CALLS
%Conference Calls	PC_N_CONFERENCES	Camp Callbks Compl	N_CALLBKS_COMPL
%Consult Calls	PC_N_CONSULT	Camp Callbks Missed	N_CALLBKS_MISSED
%Consult Talk	PC_T_CONSULT	Camp Callbks Sched	N_CALLBKS_SCHEDUL
%Customer Related Calls	PC_N_CUST_CALLS	Cancel	N_CANCEL
%Customer Related Talk	PC_T_CUST_CALLS	Conferences	N_CONFERENCES
%Dialing Time	PC_T_DIALING	Consult	N_CONSULT
%Hold Time	PC_T_HOLD	Consult Talk	T_CONSULT
%Inbound Calls	PC_N_INBOUND	Customer Related Calls	N_CUST_CALLS
%Inbound Talk	PC_T_INBOUND	Customer Related Talk	T_CUST_CALLS
%Internal Calls	PC_N_INTERNAL	Deactivated Time	T_DEACTIV_DURATION
%Internal Talk	PC_T_INTERNAL	Dial Dropped	N_DIAL_DROPPED
%Not Ready Time	PC_T_NOT_READY	Dial Made	N_DIAL_MADE
%Outbound Calls	PC_N_OUTBOUND	Dialing Time	T_DIALING
%Outbound Talk	PC_T_OUTBOUND	Dials	N_DIALING
%Ringing Time	PC_T_RINGING	Distributed	N_DISTRIBUTED
%Service Related Calls	PC_N_SRV_CALLS	Distributed in Threshold	N_DISTRIB_IN_TR
%Service Related Talk	PC_T_SRV_CALLS	Do Not Call	N_DO_NOT_CALL
%Talk	PC_T_CALLS	Entered	N_ENTERED
%Transfers Made	PC_N_TRANS_MADE	Fax/Modem	N_FAXMODEM_DETECT
%Transfers Taken	PC_N_TRANS_TAKEN	Hold	N_HOLD
%Unknown Calls	PC_N_UNKNOWN	Hold Time	T_HOLD
%Unknown Talk	PC_T_UNKNOWN	Inbound	N_INBOUND
%Wait Time	PC_T_WAIT	Inbound Talk	T_INBOUND
Abandoned	N_ABANDONED	Internal	N_INTERNAL
Abandoned In Threshold	N_ABANDONED_IN_TR	Internal Talk	T_INTERNAL
Activated Time	T_ACTIVAT_DURATION	Login Time	T_LOGIN
After Call Work	N_WORK	Max Time to Abandon	MAX_T_ABANDONED
After Call Work Time	T_WORK	Max Time to Answer	MAX_T_ANSWERED
Answer Machine	N_ANSW_MACHINE	No Answer	N_NO_ANSWER
Answered	N_ANSWERED	No Rpc	N_NO_RPC
Answers	N_ANSWERS	Not Ready	N_NOT_READY
Ave After Call Work	AV_T_WORK	Not Ready Time	T_NOT_READY
Ave Calls Per Hour	AV_N_CALLS_P_HOUR	Outbound	N_OUTBOUND
Ave Consult Talk	AV_T_CONSULT	Outbound Talk	T_OUTBOUND
Ave Customer Related Talk	AV_T_CUST_CALLS	Persn Callbks Compl	N_PER_CALLBK_COMPL
Ave Dialing	AV_T_DIALING	Persn Callbks Missed	N_PER_CALLBK_MISS
Ave Hold	AV_T_HOLD	Persn Callbks Sched	N_PER_CALLBK_SCHED
Ave Inbound Talk	AV_T_INBOUND	Records Complete	N_RECORDS_COMPLETE
Ave Internal Talk	AV_T_INTERNAL	Ringing	N_RINGING
Ave Not Ready	AV_T_NOT_READY	Ringing Time	T_RINGING
Ave Outbound Talk	AV_T_OUTBOUND	Run Time	T_RUNNING_DURATION
Ave Ringing	AV_T_RINGING	Service Factor	SERVICE_FACTOR
Ave Service Related Talk	AV_T_SRV_CALLS	Service Related Calls	N_SRV_CALLS
Ave Talk	AV_T_CALLS	Service Related Talk	T_SRV_CALLS
Ave Unknown Talk	AV_T_UNKNOWN	Short Abandoned Calls	N_ABANDONED_IN_TR
Ave Wait	AV_T_WAIT	SIT Detected	N_SIT_DETECTED

Table 2: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart (Continued)

Presentation Name	Data Mart Column Name	Presentation Name	Data Mart Column Name
SIT NoCircuit	N_SIT_NO_CIRCUIT	Total Not Ready Number	N_NOT_READY
SIT Operintercept	N_SIT_OPER_INTER	Total Not Ready Time	T_NOT_READY
SIT Reorder	N_SIT_REORDER	Total Number of Conferences	N_CONFERENCES
SIT Unknown	N_SIT_UNKNOWN	Total Number of Outbound Calls	N_OUTBOUND
SIT Vacant	N_SIT_VACANT		
System Error Time	T_SYSERROR_DURATIN	Total Number of Transfers Made	N_TRANSFERS_MADE
Total Consult Talk Time	T_CONSULT		
Talk	T_CALLS	Total Number of Transfers Taken	N_TRANSFERS_TAKEN
Talk	T_TALK		
Time to Abandon	T_ABANDONED	Total Number on Hold	N_HOLD
Time to Answer	T_ANSWERED	Total Outbound Talk Time	T_OUTBOUND
Time to Distribute	T_DISTRIBUTED	Total Ringing Number	N_RINGING
Total Asm Engage Calls	N_ASM_ENGAGE	Total Ringing Time	T_RINGING
Total Asm Engage Talk	T_ASM_ENGAGE	Total Talk Time	T_TALK
Total Asm Outbound Calls	N_ASM_OUTBOUND	Total Unknown Calls	N_UNKNOWN
Total Asm Outbound Talk	T_ASM_OUTBOUND	Total Unknown Talk Time	T_UNKNOWN
Total Calls	N_TALK	Total Wait Number	N_WAIT
Total Consult Calls	N_CONSULT	Total Wait Time	T_WAIT
Transfers Taken	N_TRANSFERS_TAKEN	Total Work Number	N_WORK
Unknown Calls	N_UNKNOWN	Total Work Time	T_WORK
Unknown Talk	T_UNKNOWN	Transfers Made	N_TRANSFERS_MADE
Total Dialing Number	N_DIALING	Transfers Taken	N_TRANSFERS_TAKEN
Total Dialing Time	T_DIALING	Unknown Calls	N_UNKNOWN
Total Hold Time	T_HOLD	Unknown Talk	T_UNKNOWN
Total Inbound Calls	N_INBOUND	Wait	N_WAIT
Total Inbound Talk Time	T_INBOUND	Wait Time	T_WAIT
Total Internal Calls	N_INTERNAL	Waiting Agent Time	T_WAIT_AGENT_DURAT
Total Internal Talk Time	T_INTERNAL	Waiting Port Time	T_WAIT_PORT_DURAT
Total Login Time	T_LOGIN	Waiting Record Time	T_WAIT_RECORD_DURA

Chapter

6

ODS Layout Templates

The Operational Data Storage (ODS) temporarily stores historical information collected about various contact center activities. Data Sourcer collects data from Stat Server every 15 minutes using the `CollectorDefault` time profile and writes the data to ODS. You can customize this time profile. Then, when invoked, ETL Runtime's Transformation module takes the data and writes it to the Data Mart, another Historical Reporting database that organizes data into folders by object and by aggregation level. These folders take their structure from predefined Data Mart folder templates (described on page 101).

The format by which Data Sourcer collects Stat Server data is defined by ODS layout templates designed and maintained using Data Modeling Assistant (DMA). Layout templates are provided as `.xml` files within the Reporting Templates package.

This chapter includes the following sections:

Viewing a Layout Template Within DMA

Layout templates themselves do not collect data. Rather, they specify which data is to be collected. Data Sourcer actually collects the requested data based on information specified in the activated report layouts, which can take their definition from layout templates. A report layout that is based on the `ROUTEPOINT` layout template collects the 11 statistics shown in Figure 5.

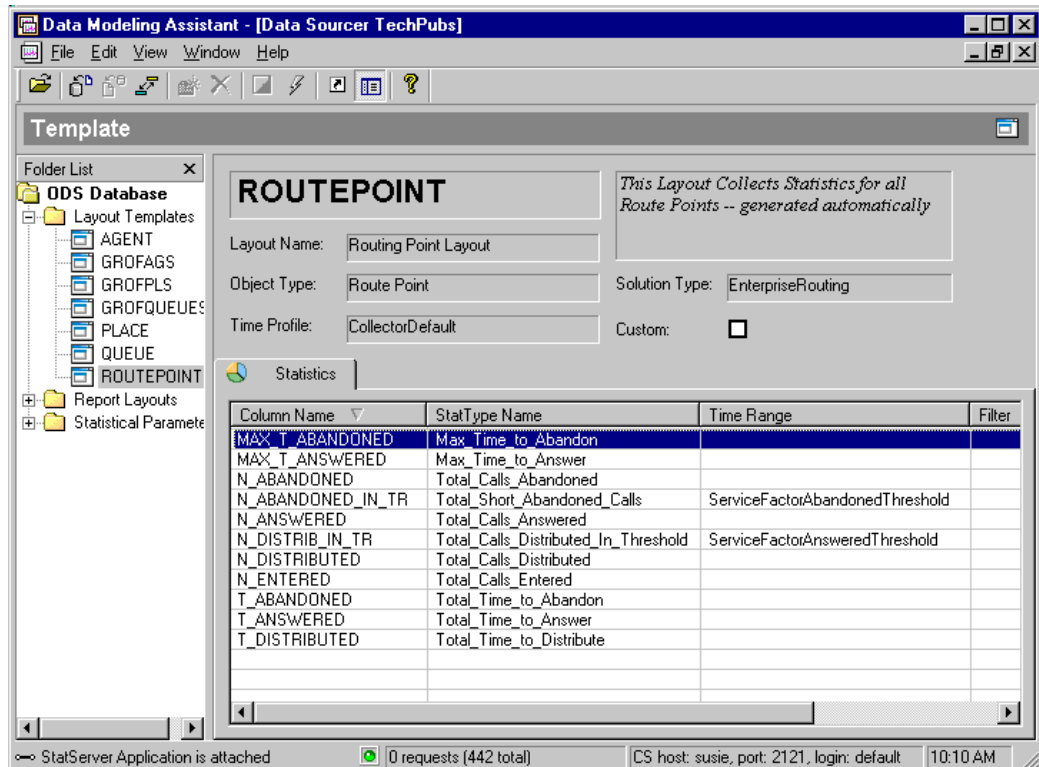**Figure 5:   ROUTEPOINT ODS Layout Template Within DMA**

Figure 6 shows a cutaway of the ROUTEPOINT.xml file that was imported into DMA.

Figure 6:   Portion of the ROUTEPOINT.xml File

Refer to *Reporting 7.6 Data Modeling Assistant Help* for more information about importing, creating, and managing layout templates.

Listing of ODS Layout Templates

Beginning with release 6.0, Genesys provided a selection of ODS layout templates for the Enterprise Routing, Network Routing, and Outbound Contact solutions. (For Network Routing refer to the templates for Enterprise Routing). Beginning with release 7.0, Genesys provided additional layout templates to specify the metrics to be collected for common interactions conducted by Genesys Multimedia and the Voice Callback (VCB) option of the Enterprise Routing. Table 3 lists the ODS layout templates that are currently supported in Release 7.6. The following section provides information about each one. No new layout templates were introduced in 7.6.

Table 3: ODS Layout Templates

Sourced From ...			
Stat Server			**Stat Server Java Extension (SSJE)**
AGENT	EMAIL_PL	VCB_QUEUE	CHAT_GH
CALL_LS	GROFAGS	VCB_RP	EMAIL_IQ
CHAT_A	GROFPLS	VCB_TENANT[a]	EMAIL_TEN
CHAT_GA	GROFQUEUES	VOICE_A	
CHAT_GP	O_AGENT	VOICE_AG	
CHAT_P	O_AGENT_GR	VOICE_GQ	
CMP	PLACE	VOICE_P	
CMP_CALL_L	QUEUE	VOICE_PG	
CMP_GR	ROUTEPOINT	VOICE_Q	
EMAIL_AG	VCB_GQ_EV	VOICE_RP	
EMAIL_GAG	VCB_GQUEUE	VOICE_T	
EMAIL_GPL	VCB_Q_EV		

a. This layout template contains metrics that are sourced both from Stat Server directly and from a Stat Server Java Extension.

Information about layout templates is stored in the following ODS tables:

- OL_TEMPLATE
- OL_TEMPLATE_STAT
- OL_TEMPL_STAT_PRM
- OL_TMPL_TM
- OL_TIME_PROFILE

The physical data model for ODS is provided when you install Data Sourcer. Refer to the *Standard PDM Report* for your specific relational database management system for a detailed schema of ODS. These physical data model files are copied to the database subdirectory during Data Sourcer installation.

Descriptions of Form Labels

Form Title	The name of the ODS layout template.
Object Type	Displays the object type for which this layout template applies.
Default Report Layout Name	Shows the name that Data Sourcer assigns to report layouts based on this layout template. If you set Data Sourcer to automatically generate report layouts, Data Sourcer adds a unique number to the default report layout name so you can easily identify it. Data Modeling Assistant also uses this Data Sourcer–assigned default name, but you can change this name as desired.
Number of Statistics	A count of the statistics listed under Stat Column Name. Use this number in determining the number of requests that Data Sourcer makes of Stat Server. The number of requests is a factor in determining how to appropriately size your ODS to maintain acceptable server performance.
Stat Column Name	A listing of the column names that appear in the `Stat Result` tables of the Data Mart for folder templates based on this ODS layout template. Click any item in this field to read information about the corresponding statistic.
Basis for the Following Canned Reports	A listing of the canned report templates that you can use to build SAP Crystal Reports. Includes the names of report templates changed in the 7.0 release to support their consolidation. This section of the form presents both sets of names where applicable—those names of report templates used prior to 7.0 and those used in 7.0 and forward releases.
	For simplicity, this area of the form lists similar reports followed by single-character abbreviations representing the applicable aggregations levels. `Agent [H,D,W,M,Q,Y]`, for example, indicates that the particular ODS layout template serves as the basis for the `Agent Hourly`, `Agent Daily`, `Agent Weekly`, `Agent Monthly`, `Agent Quarterly`, and `Agent Yearly` canned reports.
Available in Solution(s)	Indicates for which Genesys product(s) this ODS layout template is available. One or more of the following:

- `Email`
- `Enterprise Routing`
- `Outbound Contact`
- `Voice`
- `Voice Callback`
- `Web Media`

	Click any item in this field to see the additional templates provided by the corresponding solution.
Description	Briefly describes what data a report layout based on this layout template collects.
Based in Which Source	Either of the following:

- `Stat Server`
- `SSJE`

Current Version	The version number of the specific layout template.
Introduced In	Identifies the GA release in which this layout template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads `N/A` for not applicable.

CC Analyzer ODS Layout Templates

AGENT

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Agent	Agent Layout	28

STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Enterprise Routing
AgentGroup [D,W,M,Q,Y]	Agent	Outbound Contact
AgentGroups [D,W,M,Q,Y]	Agent_Comparison	
AgentsandAgentGroup [D]		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Agent objects. **Note:** In 6.0 and previous releases, this template was named `Agent Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	5.1.5	N/A

CALL_LS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Calling List	Calling List Layout	24

STAT COLUMN NAME			
N_ABANDONED	N_CALLBKS_SCHEDUL	N_NO_ANSWER	N_SIT_DETECTED
N_ANSW_MACHINE	N_CANCEL	N_NO_RPC	N_SIT_NO_CIRCUIT
N_ANSWERS	N_DIAL_DROPPED	N_PER_CALLBK_COMPL	N_SIT_OPER_INTER
N_BUSY	N_DIAL_MADE	N_PER_CALLBK_MISS	N_SIT_REORDER
N_CALLBKS_COMPL	N_DO_NOT_CALL	N_PER_CALLBK_SCHED	N_SIT_UNKNOWN
N_CALLBKS_MISSED	N_FAXMODEM_DETECT	N_RECORDS_COMPLETE	N_SIT_VACANT

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Outbound Contact
Outbound_Calling_List [H,D]	Outbound_Calling_List_Daily	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for various calling list objects. **Note:** In the 6.0 release, this layout template was called Calling List Template.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

CHAT_A

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Agent	Agent Chat Handling Layout	13

STAT COLUMN NAME			
CHAT_INB	CHAT_CNF_JOIN	CHAT_PRC_T	CHAT_CNF_INTR
CHAT_TRF_MD	CHAT_RQ_CCH	CHAT_CCH_RQ	
CHAT_TRF_TK	CHAT_RCV_CCH	CHAT_MNTR_INIT	
CHAT_CNF_INIT	CHAT_MNTR	CHAT_CCH_INTR	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Web Media

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for chat sessions handled by individual agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. **Note:** The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

CHAT_GA

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Agents	Agent Group Chat Handling Layout	13

STAT COLUMN NAME			
CHAT_INB	CHAT_CNF_JOIN	CHAT_PRC_T	CHAT_CNF_INTR
CHAT_TRF_MD	CHAT_RQ_CCH	CHAT_MNTR_INIT	
CHAT_TRF_TK	CHAT_RCV_CCH	CHAT_CCH_INTR	
CHAT_CNF_INIT	CHAT_MNTR		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Web Media

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for chat sessions handled by individual groups of agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. **Note:** The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

CHAT_GH

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Entire Contact Center	General Chat Handling Layout	7

STAT COLUMN NAME			
CHAT_GN_ENTR	CHAT_GN_ANSW	CHAT_GN_TRF	CHAT_GN_HNDL_T
CHAT_GN_ABND	CHAT_GN_HNDL	CHAT_GN_ANSW_T	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Web Media

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for chat sessions handled by agents registered to a specific tenant within the contact center including the number of abandoned, answered, handled, and transferred chat sessions and the total processing time elapsed for handled and answered chat sessions. For single-tenant environments, metrics cover the above activities for the entire contact center. This template derives all metrics from the eServiceInteractionStat.jar Stat Server Java Extension.	SSJE

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

CHAT_GP

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Places	Place Group Chat Handling Layout	13

STAT COLUMN NAME			
CHAT_INB	CHAT_CNF_JOIN	CHAT_PRC_T	CHAT_CNF_INTR
CHAT_TRF_MD	CHAT_RQ_CCH	CHAT_MNTR_INIT	
CHAT_TRF_TK	CHAT_RCV_CCH	CHAT_CCH_INTR	
CHAT_CNF_INIT	CHAT_MNTR		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Web Media

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place group including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. **Note:** The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

CHAT_P

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Place	Place Chat Handling Layout	13

STAT COLUMN NAME			
CHAT_INB	CHAT_CNF_JOIN	CHAT_PRC_T	CHAT_CNF_INTR
CHAT_TRF_MD	CHAT_RQ_CCH	CHAT_MNTR_INIT	
CHAT_TRF_TK	CHAT_RCV_CCH	CHAT_CCH_INTR	
CHAT_CNF_INIT	CHAT_MNTR		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Web Media

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. **Note:** The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

CMP

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Campaign	Campaign Layout	25

STAT COLUMN NAME			
N_ABANDONED	N_CANCEL	N_PER_CALLBK_COMPL	N_SIT_OPER_INTER
N_ANSW_MACHINE	N_DIAL_DROPPED	N_PER_CALLBK_MISS	N_SIT_REORDER
N_ANSWERS	N_DIAL_MADE	N_PER_CALLBK_SCHED	N_SIT_UNKNOWN
N_BUSY	N_DO_NOT_CALL	N_RECORDS_COMPLETE	N_SIT_VACANT
N_CALLBKS_COMPL	N_FAXMODEM_DETECT	N_SIT_DETECTED	
N_CALLBKS_MISSED	N_NO_ANSWER	N_SIT_INVALID_NUM	
N_CALLBKS_SCHEDUL	N_NO_RPC	N_SIT_NO_CIRCUIT	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Outbound Contact
Outbound_Campaign [H,D]	Outbound_Campaign_Daily	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for campaign activity including the number of callbacks completed, missed, and scheduled. **Note:** In the 6.0 release, this layout template was called Campaign Template.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

CMP_CALL_L

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
CampaignCallingList	Campaign Calling Lists Layout	24

STAT COLUMN NAME			
N_ABANDONED	N_CALLBKS_SCHEDUL	N_NO_ANSWER	N_SIT_DETECTED
N_ANSW_MACHINE	N_CANCEL	N_NO_RPC	N_SIT_NO_CIRCUIT
N_ANSWERS	N_DIAL_DROPPED	N_PER_CALLBK_COMPL	N_SIT_OPER_INTER
N_BUSY	N_DIAL_MADE	N_PER_CALLBK_MISS	N_SIT_REORDER
N_CALLBKS_COMPL	N_DO_NOT_CALL	N_PER_CALLBK_SCHED	N_SIT_UNKNOWN
N_CALLBKS_MISSED	N_FAXMODEM_DETECT	N_RECORDS_COMPLETE	N_SIT_VACANT

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0 7.0+		Outbound Contact
Outbound_Campaign_Calling_List [H,D] Outbound_Campaign_Calling_List_Daily		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for a campaign's calling list activities including the number of callbacks completed, scheduled, and missed. **Note:** In the 6.0 release, this layout template was called Campaign Calling Lists Template.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

CMP_GR

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
CampaignGroup	Campaign Groups Layout	7

STAT COLUMN NAME			
T_ACTIVAT_DURATION	T_RUNNING_DURATION	T_WAIT_AGENT_DURAT	T_WAIT_RECORD_DURA
T_DEACTIV_DURATION	T_SYSERROR_DURATIN	T_WAIT_PORT_DURAT	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0 7.0+		Outbound Contact
Outbound_Campaign_Groups_Stat [H,D] Outbound_Campaign_Groups_Status_Daily		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for agent group activities within a campaign. **Note:** In the 6.0 release, this layout template was called Campaign Groups Template.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

EMAIL_AG

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Agent	EMAIL Agent Handling Layout		11

STAT COLUMN NAME			
EMAIL_ACCEPTED	EMAIL_INT_INI	EMAIL_PROC_TIME	EMAIL_REJECTED
EMAIL_INB_TERM	EMAIL_OFFERED	EMAIL_PROCESSED	EMAIL_TIMED_OUT
EMAIL_INB_TRANS	EMAIL_OUT_INI	EMAIL_PULLED	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
N/A		E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected by agent regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

EMAIL_GAG

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Group of Agents	EMAIL Group of Agents Handling Layout		11

STAT COLUMN NAME			
EMAIL_ACCEPTED	EMAIL_INT_INI	EMAIL_PROC_TIME	EMAIL_REJECTED
EMAIL_INB_TERM	EMAIL_OFFERED	EMAIL_PROCESSED	EMAIL_TIMED_OUT
EMAIL_INB_TRANS	EMAIL_OUT_INI	EMAIL_PULLED	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
N/A		E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected by agent group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

EMAIL_GPL

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Group of Places	EMAIL Group of Places Handling Layout		11

STAT COLUMN NAME			
EMAIL_ACCEPTED	EMAIL_INT_INI	EMAIL_PROC_TIME	EMAIL_REJECTED
EMAIL_INB_TERM	EMAIL_OFFERED	EMAIL_PROCESSED	EMAIL_TIMED_OUT
EMAIL_INB_TRANS	EMAIL_OUT_INI	EMAIL_PULLED	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
N/A		E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected by place group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

EMAIL_IQ

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Staging Area	EMAIL Interaction Queue Report	5

STAT COLUMN NAME			
EMAIL_Q_ENTERED	EMAIL_Q_MIN_INT	EMAIL_Q_STOPPED	
EMAIL_Q_MAX_INT	EMAIL_Q_MOVED_OUT		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected to help you analyze the performance of e-mail strategies, e-mail queues, and e-mail-specific interaction processing parameters.	SSJE

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

EMAIL_PL

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Place	EMAIL Place Handling Layout	11

STAT COLUMN NAME			
EMAIL_ACCEPTED	EMAIL_INT_INI	EMAIL_PROC_TIME	EMAIL_REJECTED
EMAIL_INB_TERM	EMAIL_OFFERED	EMAIL_PROCESSED	EMAIL_TIMED_OUT
EMAIL_INB_TRANS	EMAIL_OUT_INI	EMAIL_PULLED	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected by place regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

EMAIL_TEN

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Tenant	E-mail General Handling Report	11

STAT COLUMN NAME			
EMAIL_GEN_ENTERED	EMAIL_GEN_MAX_INT	EMAIL_GEN_REDIRECT	EMAIL_GEN_TRANSFER
EMAIL_GEN_FORWARD	EMAIL_GEN_MIN_INT	EMAIL_GEN_RESPOND	EMAIL_GEN_RESPTIME
EMAIL_GEN_INTERNAL	EMAIL_GEN_OUTBOUND	EMAIL_GEN_TERMINAT	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	E-mail

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected by tenant for major e-mail-specific interactions including the number of e-mails that entered the tenant through all entry points and the number of inbound interactions that were terminated, redirected, and forwarded.	SSJE

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

GROFAGS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Agents	Agent Group Layout	28

STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Enterprise Routing
AgentGroup [D,W,M,Q,Y]	Agent	Outbound Contact
AgentGroups [D,W,M,Q,Y]	Agent_Comparison	
AgentsandAgentGroup [D]		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Agent Group objects. **Note:** In 6.0 and previous releases, this layout template was named `Agent Group Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

GROFPLS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Places	Place Group Layout	28

STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Enterprise Routing
Placegroup [H,D,W,M,Q,Y]	Place	Outbound Contact
Placegroups [H,D,W,M,Q,Y]	Place_Comparison	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Place Group objects. **Note:** In 6.0 and previous releases, this template was named `Place Group Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

GROFQUEUES

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Queues	Queue Group Layout	11

STAT COLUMN NAME			
MAX_T_ABANDONED	N_ABANDONED_IN_TR	N_DISTRIBUTED	T_ANSWERED
MAX_T_ANSWERED	N_ANSWERED	N_ENTERED	T_DISTRIBUTED
N_ABANDONED	N_DISTRIB_IN_TR	T_ABANDONED	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
None	Enterprise Routing Outbound Contact

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for DN group activity. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. **Note:** In 6.0 and previous releases, this template was named `Queue Group Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

O_AGENT

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Agent	Outbound Agent Layout	32

STAT COLUMN NAME			
N_ASM_ENGAGE	N_NOT_READY	N_WORK	T_LOGIN
N_ASM_OUTBOUND	N_OUTBOUND	T_ASM_ENGAGE	T_NOT_READY
N_CONFERENCES	N_RINGING	T_ASM_OUTBOUND	T_OUTBOUND
N_CONSULT	N_TALK	T_CONSULT	T_RINGING
N_DIALING	N_TRANSFERS_MADE	T_DIALING	T_TALK
N_HOLD	N_TRANSFERS_TAKEN	T_HOLD	T_UNKNOWN
N_INBOUND	N_UNKNOWN	T_INBOUND	T_WAIT
N_INTERNAL	N_WAIT	T_INTERNAL	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Outbound Contact
OutboundAgent [H,D,W,M,Q,Y]	Outbound_Agent	
OutboundAgents [H,D,W,M,Q,Y]	Outbound_Agent_Comparison	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for various agent activities including campaign activity.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.1	N/A

O_AGENT_GR

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Agents	Agent Group Outbound Layout	32

STAT COLUMN NAME			
N_ASM_ENGAGE	N_NOT_READY	N_WORK	T_LOGIN
N_ASM_OUTBOUND	N_OUTBOUND	T_ASM_ENGAGE	T_NOT_READY
N_CONFERENCES	N_RINGING	T_ASM_OUTBOUND	T_OUTBOUND
N_CONSULT	N_TALK	T_CONSULT	T_RINGING
N_DIALING	N_TRANSFERS_MADE	T_DIALING	T_TALK
N_HOLD	N_TRANSFERS_TAKEN	T_HOLD	T_UNKNOWN
N_INBOUND	N_UNKNOWN	T_INBOUND	T_WAIT
N_INTERNAL	N_WAIT	T_INTERNAL	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0 7.0+		Outbound Contact
Outbound_Agent_Group [H,D,W,M,Q,Y] Outbound_Agent		
Outbound_Agent_Groups [H,D,W,M,Q,Y] Outbound_Agent_Comparison		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for various agent group activities including campaign activity.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.1	N/A

PLACE

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Place	Place Layout	28

STAT COLUMN NAME			
N_CONFERENCES	N_OUTBOUND	N_WORK	T_NOT_READY
N_CONSULT	N_RINGING	T_CONSULT	T_OUTBOUND
N_DIALING	N_TALK	T_DIALING	T_RINGING
N_HOLD	N_TRANSFERS_MADE	T_HOLD	T_TALK
N_INBOUND	N_TRANSFERS_TAKEN	T_INBOUND	T_UNKNOWN
N_INTERNAL	N_UNKNOWN	T_INTERNAL	T_WAIT
N_NOT_READY	N_WAIT	T_LOGIN	T_WORK

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0 7.0+		Enterprise Routing
Workplace [D,W,M,Q,Y] Place		Outbound Contact
Workplaces [D,W,M,Q,Y] Place_Comparison		

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for Workplace objects. **Note:** In 6.0 and previous releases, this template was named `Place Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

QUEUE

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Queue	Queue Layout	11

STAT COLUMN NAME			
MAX_T_ABANDONED	N_ABANDONED_IN_TR	N_DISTRIBUTED	T_ANSWERED
MAX_T_ANSWERED	N_ANSWERED	N_ENTERED	T_DISTRIBUTED
N_ABANDONED	N_DISTRIB_IN_TR	T_ABANDONED	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Enterprise Routing
Queue [D,W,M,Q,Y]	Queue	Outbound Contact
Queues [D,W,M,Q,Y]	Queue_Comparison	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for Queue and Virtual Queue objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. **Note:** In 6.0 and previous releases, this template was named `Queue Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

ROUTEPOINT

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Route Point	Routing Point Layout	11

STAT COLUMN NAME			
MAX_T_ABANDONED	N_ABANDONED_IN_TR	N_DISTRIBUTED	T_ANSWERED
MAX_T_ANSWERED	N_ANSWERED	N_ENTERED	T_DISTRIBUTED
N_ABANDONED	N_DISTRIB_IN_TR	T_ABANDONED	

BASIS FOR THE FOLLOWING CANNED REPORTS		AVAILABLE IN SOLUTION(S)
PRIOR TO 7.0	7.0+	Enterprise Routing
Routepoint [D,W,M,Q,Y]	Queue	Outbound Contact
Routepoints [D,W,M,Q,Y]	Queue_Comparison	

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for all Routepoint objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. **Note:** In 6.0 and previous releases, this template was named `Routing Point Template`.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	6.0	N/A

VCB_GQ_EV

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Queues	Voice Callback Group of Queues Evaluation Layout	9

STAT COLUMN NAME			
VCB_EV_ABAN_TR	VCB_EV_DISTRIB	VCB_EV_EWT	VCB_EV_TIME_DIST
VCB_EV_ABAND	VCB_EV_ENTERED	VCB_EV_TIME_ABAN	VCB_EV_WITHIN_SL
VCB_EV_DISP_EWT			

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice Callback

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected to enable you to: • Evaluate the estimated wait time for a particular queue • Determine whether callback functionality should be implemented in a specific queue. • Configure callback functionality.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VCB_GQUEUE

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Queues	Voice Callback Group of Queues Layout	12

STAT COLUMN NAME			
VCB_ABANDON	VCB_CB_ENTER	VCB_LIVE_DISTR	VCB_TI_DISTR_CB
VCB_CB_DISPOS_EWT	VCB_CB_EWT	VCB_LIVE_ENTER	VCB_TI_DISTR_LIVE
VCB_CB_DISTR	VCB_LIVE_DISP_EWT	VCB_LIVE_EWT	VCB_TIME_ABANDON

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice Callback

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same group of queues.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VCB_Q_EV

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Queue	Voice Callback Queue Evaulation Layout	9

STAT COLUMN NAME			
VCB_EV_ABAN_TR	VCB_EV_DISTRIB	VCB_EV_EWT	VCB_EV_TIME_DIST
VCB_EV_ABAND	VCB_EV_ENTERED	VCB_EV_TIME_ABAN	VCB_EV_WITHIN_SL
VCB_EV_DISP_EWT			

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice Callback

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected to enable you to: • Evaluate the estimated wait time for a particular queue. • Determine whether callback functionality should be implemented in a specific queue. • Configure callback functionality.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VCB_QUEUE

OBJECT TYPE		DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Queue		Voice Callback Queue Layout		12
STAT COLUMN NAME				
VCB_ABANDON	VCB_CB_ENTER	VCB_LIVE_DISTR		VCB_TI_DISTR_CB
VCB_CB_DISPOS_EWT	VCB_CB_EWT	VCB_LIVE_ENTER		VCB_TI_DISTR_LIVE
VCB_CB_DISTR	VCB_LIVE_DISP_EWT	VCB_LIVE_EWT		VCB_TIME_ABANDON
BASIS FOR THE FOLLOWING CANNED REPORTS			AVAILABLE IN SOLUTION(S)	
N/A			Voice Callback	
DESCRIPTION			BASED IN WHICH SOURCE	
Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same queue.			Stat Server	
CURRENT VERSION		INTRODUCED IN	DISCONTINUED IN	
7.2		7.0	N/A	

VCB_RP

OBJECT TYPE		DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Route Point		Voice Callback Route Point Layout		12
STAT COLUMN NAME				
VCB_ABANDON	VCB_CB_ENTER	VCB_LIVE_DISTR		VCB_TI_DISTR_CB
VCB_CB_DISPOS_EWT	VCB_CB_EWT	VCB_LIVE_ENTER		VCB_TI_DISTR_LIVE
VCB_CB_DISTR	VCB_LIVE_DISP_EWT	VCB_LIVE_EWT		VCB_TIME_ABANDON
BASIS FOR THE FOLLOWING CANNED REPORTS			AVAILABLE IN SOLUTION(S)	
N/A			Voice Callback	
DESCRIPTION			BASED IN WHICH SOURCE	
Specifies the metrics to be collected to enable you to analyze the performance of callback and live interactions in the same route point.			Stat Server	
CURRENT VERSION		INTRODUCED IN	DISCONTINUED IN	
7.2		7.0	N/A	

VCB_TENANT

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Tenant	Voice Callback Tenant Layout		21

STAT COLUMN NAME			
VCB_ABANDON	VCB_CB_ENTER	VCB_LIVE_DISP_EWT	VCB_REQ_ATTMPT
VCB_ASAP_CB	VCB_CB_EWT	VCB_LIVE_DISTR	VCB_SCHED_CB
VCB_ATT_MADE	VCB_CB_FAILED	VCB_LIVE_ENTER	VCB_TI_DISTR_CB
VCB_ATT_SUCCES	VCB_CB_RESCHED	VCB_LIVE_EWT	VCB_TI_DISTR_LIVE
VCB_CB_DISPOS_EWT	VCB_CB_SUCCES	VCB_NOT_RESCHED	VCB_TIME_ABANDON
VCB_CB_DISTR			

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice Callback

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for each tenant object about the processing of different types of callback and live interactions in the same route point. **Note:** Release 7.1[+] calculates the VCB_ASAP_CB, VCB_ATT_MADE, VCB_ATT_SUCCES, VCB_CB_SUCCES, VCB_REQ_ATTMPT, and VCB_SCHED_CB metrics differently than they were calculated in 7.0. Instead of using a TEvent model, the VCB Stat Server Java Extension calculates their values directly from the VCB Server and supplies the values to Stat Server. This new model allows callback interactions to be submitted from a web interface in addition to from a telephone.	Stat Server, SSJE

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_A

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Agent	Voice Handling Agent		22

STAT COLUMN NAME			
VOICE_ACW_AUX_T	VOICE_CNS_TK_T	VOICE_INB	VOICE_OUT
VOICE_ACW_INB_T	VOICE_FRCD_OFF	VOICE_INT_MD	VOICE_TFR_MD
VOICE_ACW_OUT_T	VOICE_HLD_INB	VOICE_INT_MD_T	VOICE_TFR_TK
VOICE_CNS_MD	VOICE_HLD_INB_T	VOICE_INT_TK	VOICE_TLK_INB_T
VOICE_CNS_MD_T	VOICE_HLD_OUT	VOICE_INT_TK_T	VOICE_TLK_OUT_T
VOICE_CNS_TK	VOICE_HLD_OUT_T		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for agent objects for specific voice-handling activities including: • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_AG

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Agents	Voice Handling Agent Group	27

STAT COLUMN NAME			
N_ANSWRD	VOICE_ACW_OUT_T	VOICE_HLD_INB_T	VOICE_INT_TK_T
N_ENTRD	VOICE_CNS_MD	VOICE_HLD_OUT	VOICE_OUT
N_RLSD	VOICE_CNS_MD_T	VOICE_HLD_OUT_T	VOICE_TFR_MD
T_LOGIN	VOICE_CNS_TK	VOICE_INB	VOICE_TFR_TK
T_READY	VOICE_CNS_TK_T	VOICE_INT_MD	VOICE_TLK_INB_T
VOICE_ACW_AUX_T	VOICE_FRCD_OFF	VOICE_INT_MD_T	VOICE_TLK_OUT_T
VOICE_ACW_INB_T	VOICE_HLD_INB	VOICE_INT_TK	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for agent group objects for specific voice-handling activities including: • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_GQ

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Queues	Voice Queue Group	13

STAT COLUMN NAME			
VOICE_ABND	VOICE_ANSW_T	VOICE_ENTR	VOICE_SENT_Q
VOICE_ABND_T	VOICE_CLR	VOICE_FRWD	
VOICE_ABND_WR	VOICE_DSTR	VOICE_MAX	
VOICE_ANSW	VOICE_DSTR_T	VOICE_MIN	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Combines statistics for analysis of performance of voice queue.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_P

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Place	Voice Handling Place	22

STAT COLUMN NAME			
VOICE_ACW_AUX_T	VOICE_CNS_TK_T	VOICE_INB	VOICE_OUT
VOICE_ACW_INB_T	VOICE_FRCD_OFF	VOICE_INT_MD	VOICE_TFR_MD
VOICE_ACW_OUT_T	VOICE_HLD_INB	VOICE_INT_MD_T	VOICE_TFR_TK
VOICE_CNS_MD	VOICE_HLD_INB_T	VOICE_INT_TK	VOICE_TLK_INB_T
VOICE_CNS_MD_T	VOICE_HLD_OUT	VOICE_INT_TK_T	VOICE_TLK_OUT_T
VOICE_CNS_TK	VOICE_HLD_OUT_T		

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for agents registered to specific place objects for specific voice-handling activities including: • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_PG

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Places	Voice Handling Place Group	27

STAT COLUMN NAME			
N_ANSWRD	VOICE_ACW_OUT_T	VOICE_HLD_INB_T	VOICE_INT_TK_T
N_ENTRD	VOICE_CNS_MD	VOICE_HLD_OUT	VOICE_OUT
N_RLSD	VOICE_CNS_MD_T	VOICE_HLD_OUT_T	VOICE_TFR_MD
T_LOGIN	VOICE_CNS_TK	VOICE_INB	VOICE_TFR_TK
T_READY	VOICE_CNS_TK_T	VOICE_INT_MD	VOICE_TLK_INB_T
VOICE_ACW_AUX_T	VOICE_FRCD_OFF	VOICE_INT_MD_T	VOICE_TLK_OUT_T
VOICE_ACW_INB_T	VOICE_HLD_INB	VOICE_INT_TK	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Specifies the metrics to be collected for agents registered to specific place group objects for specific voice-handling activities including: • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_Q

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Queue	Voice Queue		13

STAT COLUMN NAME			
VOICE_ABND	VOICE_ANSW_T	VOICE_ENTR	VOICE_SENT_Q
VOICE_ABND_T	VOICE_CLR	VOICE_FRWD	
VOICE_ABND_WR	VOICE_DSTR	VOICE_MAX	
VOICE_ANSW	VOICE_DSTR_T	VOICE_MIN	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Combines statistics for analysis of performance of voice queue	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_RP

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Queue	Voice Route Point		13

STAT COLUMN NAME			
VOICE_ABND	VOICE_ANSW_T	VOICE_ENTR	VOICE_SENT_Q
VOICE_ABND_T	VOICE_CLR	VOICE_FRWD	
VOICE_ABND_WR	VOICE_DSTR	VOICE_MAX	
VOICE_ANSW	VOICE_DSTR_T	VOICE_MIN	

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Combines statistics for analysis of performance of voice route point.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.0	N/A

VOICE_T

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME		NUMBER OF STATISTICS
Tenant	Voice Handling Tenant		16

STAT COLUMN NAME			
T_LOGIN	VOICE_ACW_OUT_T	VOICE_DSTR	VOICE_RLSD
T_READY	VOICE_ANSW	VOICE_ENTR	VOICE_TFR_MD
VOICE_ABND	VOICE_ANSW_T	VOICE_HLD_INB_T	VOICE_TLK_INB_T
VOICE_ACW_INB_T	VOICE_CLR	VOICE_HLD_OUT_T	VOICE_TLK_OUT_T

BASIS FOR THE FOLLOWING CANNED REPORTS	AVAILABLE IN SOLUTION(S)
N/A	Voice

DESCRIPTION	BASED IN WHICH SOURCE
Combines statistics for performance analysis at a tenant level.	Stat Server

CURRENT VERSION	INTRODUCED IN	DISCONTINUED IN
7.2	7.2	N/A

![Genesys logo]

Chapter

7 Data Mart Folder Templates

Data Mart folder templates define a set of composite metrics that are derived from basic metrics coming from ODS report layouts. These folder templates also define aggregation levels created by ETL Runtime for a particular report folder. ETL Runtime creates report folders in the Data Mart for each activated ODS report layout. Each report folder is based on a folder template and contains the specified number of aggregation levels defined by the folder template.

This chapter includes the following sections:

Report Folders in ETL Assistant

You can use report folders to locate data for the final reports you generate. The left pane of ETL Assistant in Figure 7 shows how report folders are organized in the Data Mart.
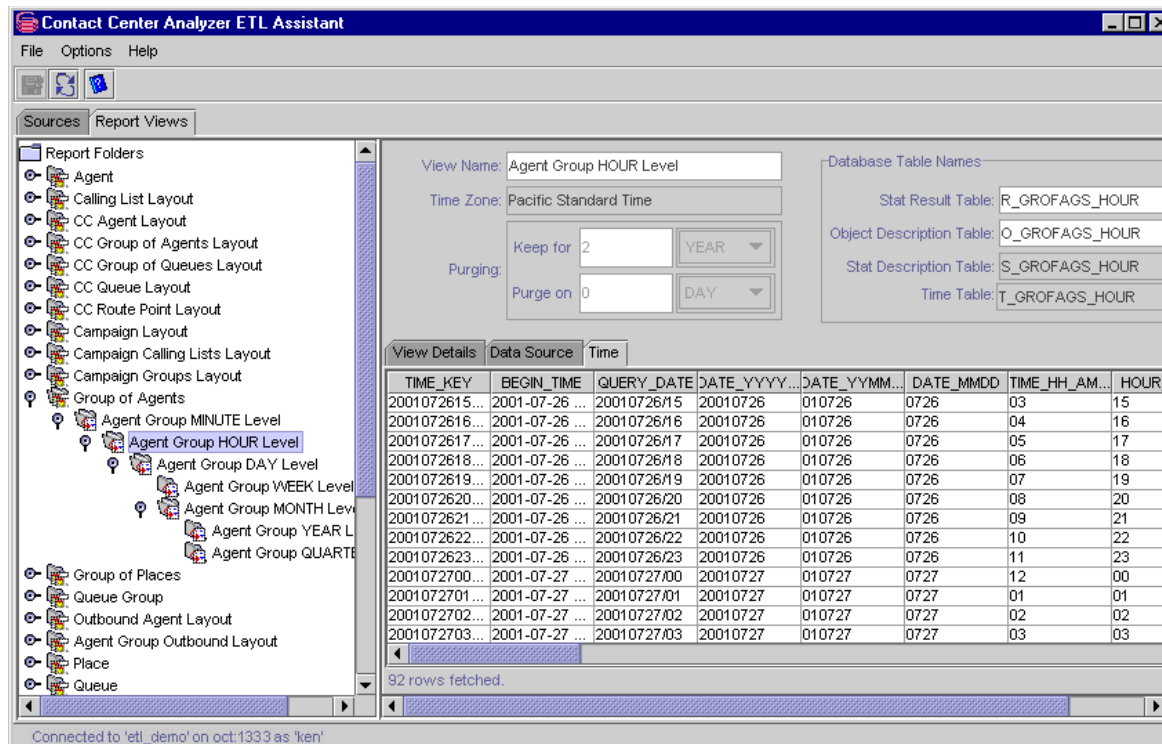
Figure 7: ETL Assistant View of Report Folders

Folder templates are created during Data Mart initialization and are part of the metadata loaded after database tables are created. You can modify these folder templates by accessing the Data Mart directly or by modifying the SQL scripts provided with ETL Runtime. For example, you may want to remove one of the aggregation levels configured by default or you may want to add or change the list of composite metrics or their formulae.

ETL Runtime will match a folder template to its corresponding ODS report layout using the `LAYOUT_TEMPL_NAME` field in the `FOLDER_TEMPLATE` table. Refer to the *Data Model Conceptual Data Model* book of the *Reporting Technical Reference* series for a description of this and other Data Mart tables.

There is one special Data Mart folder template called the `Default Report Folder Template.` ETL Runtime uses this type of folder template when there are no other matching folder templates in the Data Mart for the ODS report layout. You can also the customize this template. The `Default Report Folder Template` defines six aggregation levels but does not contain any composite metrics. Because of this structure, ETL Runtime can apply this template for any ODS report layout that does not have a corresponding folder template in the Data Mart.

For each aggregation level in a report folder, ETL Runtime creates a set of tables including a:

- Data table.

- Time dimension table.

- Object dimension table.

- Metric dimension table.

ETL Runtime names these tables using a sequence stored in the database following a specific naming convention. Refer to "Viewing the Report Query" on page 71 in the "CC Analyzer Report Templates" chapter for naming convention details. ETL Runtime then creates additional views (synonyms) using the ODS layout template name. The out-of-box reports are configured to use these views.

Listing of Data Mart Folder Templates

This section addresses the following Data Mart folder templates:

AGENT
AGENT GROUP
DEFAULT REPORT FOLDER TEMPLATE
PLACE
PLACE GROUP
QUEUE
QUEUE GROUP
ROUTING POINT

In addition, the Default Data Mart Folder Template is used for ODS report layouts based on the following ODS layout templates:

CALL_LS	CMP_GR	O_AGENT_GR	VOICE_AG
CHAT_A	EMAIL_AG	VCB_GQ_EV	VOICE_GQ
CHAT_GA	EMAIL_GAG	VCB_GQUEUE	VOICE_P
CHAT_GH	EMAIL_GPL	VCB_Q_EV	VOICE_PG
CHAT_GP	EMAIL_PL	VCB_QUEUE	VOICE_Q
CHAT_P	EMAIL_IQ	VCB_RP	VOICE_RP
CMP	EMAIL_TEN	VCB_TENANT	
CMP_CALL_L	O_AGENT	VOICE_A	

In the interest of maintaining one source, these hyperlinks lead you to "ODS Layout Templates" on page 79 for further information.

Descriptions of Form Labels

Form Title   The name of the Data Mart folder template.

Related ODS Layout Template   Names the Genesys-provided ODS layout template on which this folder template is related.

Composite Metric Column Names   Lists the composite metrics that comprise this folder template. Some composite metrics are derived directly from ODS. The formulae of these metrics generally consist of the metric column name in ODS.

Aggregation Level(s)   Lists the aggregation levels that apply for this folder template.

Description   Provides an overview of what this folder template accomplishes.

CC Analyzer Data Mart Folder Templates

AGENT

RELATED ODS LAYOUT TEMPLATE
AGENT

COMPOSITE METRIC COLUMN NAMES

AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	

AGGREGATION LEVEL(S)

Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the AGENT (6.5⁺) and AGENT_TEMPLATE (6.1⁻) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the AGENT_[D, W, M, Q, Y] and AGENTS_[D, W, M, Q, Y] 6.5⁻ canned reports and the AGENT and AGENTS 7.0⁺ canned reports. Custom reports can also access this data.

AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.

The metrics in this folder template are identical to those in the AGENT GROUP, PLACE, and PLACE GROUP folder templates.

AGENT GROUP

RELATED ODS LAYOUT TEMPLATE				
GROFAGS				

COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFAGS (6.5[+]) and AGENT_GROUP_TEMPLATE (6.1[+]) ODS layout templates. This folder template organizes data into six aggregation levels that are used by they the AGENTGROUP[S]_[D,W,M,Q,Y] 6.5[-] canned reports and the AGENT[S] 7.0[+] canned report. Custom reports can also access this data.

AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.

The metrics in this folder template are identical to those in the AGENT, PLACE, and PLACE GROUP folder templates.

DEFAULT REPORT FOLDER TEMPLATE

RELATED ODS LAYOUT TEMPLATE		
N/A		

COMPOSITE METRIC COLUMN NAMES		
N/A		

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

A special folder template. ETL Runtime uses this template when there are no other matching folder templates in the Data Mart for the ODS report layout. You can also the customize this template, though Genesys does not support this action. The Default Report Folder Template defines six aggregation levels but does not contain any composite metrics. Because of this structure, ETL Runtime can apply this template for any ODS report layout that does not have a corresponding folder template in the Data Mart.

PLACE

RELATED ODS LAYOUT TEMPLATE

PLACE

COMPOSITE METRIC COLUMN NAMES

AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	

AGGREGATION LEVEL(S)

Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the PLACE (6.5$^+$) and PLACE_ TEMPLATE (6.1$^+$) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the WORKPLACE[S]_[D,W,M,Q,Y] 6.5$^-$ canned reports. Custom reports can also access this data.

AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.

The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE GROUP folder templates.

PLACE GROUP

RELATED ODS LAYOUT TEMPLATE				
GROFPLS				

COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFPLS (6.5[+]) and PLACE_GROUP_TEMPLATE (6.1[+]) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the PLACEGROUP[S]_[D,W,M,Q,Y] 6.5[-] canned reports. Custom reports can also access this data.

AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.

The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE folder templates.

QUEUE

RELATED ODS LAYOUT TEMPLATE				
QUEUE				

COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDOVED	T_ABANDONED	

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the QUEUE (6.5[+]) and QUEUE_TEMPLATE (6.1[+]) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the QUEUE[S]_[D,W,M,Q,Y] 6.5[-] canned reports. Custom reports can also access this data.

PC_N_DISTRIB is a new addition to the 6.5 version of this template.

The metrics in this folder template are identical to those in the QUEUE GROUP folder template.

QUEUE GROUP

RELATED ODS LAYOUT TEMPLATE
GROFQUEUES

COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDOVED	T_ABANDONED	

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFQUEUES (6.5[+]) and QUEUE_TEMPLATE (6.1[+]) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the GROFQUEUES_[D,W,M,Q,Y] canned reports. Custom reports can also access this data.

The metrics in this folder template are identical to those in the QUEUE folder template.

ROUTING POINT

RELATED ODS LAYOUT TEMPLATE
ROUTEPOINT

COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDOVED	T_ABANDONED	

AGGREGATION LEVEL(S)		
Hour	Week	Quarter
Day	Month	Year

DESCRIPTION

Defines basic and composite metrics derived from statistics collected by report layouts based on the ROUTEPOINT (6.5[+]) and ROUTING_POINT_TEMPLATE (6.1[+]) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the ROUTEPOINT_[D,W,M,Q,Y] and ROUTEPOINTS_[D,W,M,Q,Y] canned reports. Custom reports can also access this data.

The metrics in this folder template are identical to those in the QUEUE and QUEUE GROUP folder templates.

![Genesys logo]

Chapter

8

Data Mart Composite Metrics

For various reasons, some formulae for Data Mart statistics changed between CC Analyzer releases. Also, some formula syntax differs between the database types within the same release to accommodate database-specific syntax. You can locate the SQL file for your RDBMS in the `export` subdirectory where you have installed ETL Runtime. The file is named `comp_stat_<RDBMS>.sql`.

This chapter includes the following sections:

- Listing of Data Mart Composite Metrics
- CC Analyzer Data Mart Composite Metrics.

Listing of Data Mart Composite Metrics

The metrics listed in the "Data Mart Folder Templates" chapter beginning on page 101 are described more fully in this section:

AV_N_CALLS_P_HOUR	AV_T_WAIT	N_INTERNAL
AV_T_ABANDONED	AV_T_WORK	N_NOT_READY
AV_T_ANSWERED	MAX_T_ABANDONED	N_OUTBOUND
AV_T_CALLS	MAX_T_ANSWERED	N_RINGING
AV_T_CONSULT	N_ABANDONED	N_SRV_CALLS
AV_T_CUST_CALLS	N_ABANDONED_IN_TR	N_TRANSFERS_MADE
AV_T_DIALING	N_ANSWERED	N_TRANSFERS_TAKEN
AV_T_DISTRIBUTED	N_CALLS	N_UNKNOWN
AV_T_HANDLE	N_CONFERENCES	N_WAIT
AV_T_HOLD	N_CONSULT	N_WORK
AV_T_INBOUND	N_CUST_CALLS	PC_N_ABANDOVED
AV_T_INTERNAL	N_DIALING	PC_N_ANSWERED
AV_T_NOT_READY	N_DISTRIB_IN_TR	PC_N_CONFERENCES
AV_T_OUTBOUND	N_DISTRIBUTED	PC_N_CONSULT
AV_T_RINGING	N_ENTERED	PC_N_CUST_CALLS
AV_T_SRV_CALLS	N_HOLD	PC_N_DISTRIB
AV_T_UNKNOWN	N_INBOUND	PC_N_HOLD

PC_N_INBOUND	PC_T_INTERNAL	T_DIALING
PC_N_INTERNAL	PC_T_NOT_READY	T_DISTRIBUTED
PC_N_OUTBOUND	PC_T_OUTBOUND	T_HOLD
PC_N_SRV_CALLS	PC_T_RINGING	T_INBOUND
PC_N_TRANS_MADE	PC_T_SRV_CALLS	T_INTERNAL
PC_N_TRANS_TAKEN	PC_T_UNKNOWN	T_LOGIN
PC_N_UNKNOWN	PC_T_WAIT	T_NOT_READY
PC_N_WORK	PC_T_WORK	T_OUTBOUND
PC_T_CALLS	SERVICE_FACTOR	T_RINGING
PC_T_CONSULT	T_ABANDONED	T_SRV_CALLS
PC_T_CUST_CALLS	T_ANSWERED	T_UNKNOWN
PC_T_DIALING	T_CALLS	T_WAIT
PC_T_HOLD	T_CONSULT	T_WORK
PC_T_INBOUND	T_CUST_CALLS	

The Data Mart also houses basic metrics, which, through the `Default Report Folder Template` (described on page 105), ETL Runtime pulls directly from ODS. Such is the case for all E-mail Data Mart metrics, all VCB Data Mart metrics and some OCS Data Mart metrics. These basic metrics are not described in this section but rather in the "Historical Reporting Metrics–Sourced from Stat Server" chapter beginning on page 251.

Descriptions of Form Labels

Form Title   The name of the Data Mart composite metric.

Short Description   Identifies the name of the metric.

Category Function   The function that Data Mart applies to aggregate the values in the specified column. Category functions do not apply to average or percentages metrics. The function can take any of the following values:

- SUM
- MAX
- N/A (indicating not applicable)

Introduced In   Identifies the GA release in which this template was first introduced.

Discontinued In   Identifies the first GA release in which this template was no longer available. Where a template is still made available, this value reads N/A for not applicable.

Formula   Provides the composite metric's database definition. Where the formula differs between releases, this section notes the difference. Syntax used is Microsoft SQL.

Used in the Following Data Mart Folder Templates   Lists the Data Mart folder templates using the metric. Items listed here are hyperlinked to "Data Mart Folder Templates" on page 101.

Description   Describes the composite metric. Where the description is the same as the native metric on which the composite metric is built, the section provides a hyperlink to "Historical

Reporting Metrics–Sourced from Stat Server" on page 251 for the description. This
chapter includes the differences in formulae from Release 5.1.5 onward.

CC Analyzer Data Mart Composite Metrics

CC Analyzer 5.1 and 6.0 define composite metrics at the database level. Starting from
release 6.1, the recommended approach is to define them at the presentation level.
Please note that 6.1, 6.5, and 7.0 report templates still have composite metrics defined
at the database level.

AV_N_CALLS_P_HOUR

SHORT DESCRIPTION
Average Calls Per Hour
	FORMULA
	`case T_LOGIN`
	`when 0 then 0`
	`else convert( float, N_INBOUND + N_OUTBOUND + N_INTERNAL +`
	`N_CONSULT + N_UNKNOWN ) * 3600 / T_LOGIN`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1 — DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION The average number of calls (N_CALLS) received per hour of login time (T_LOGIN) for an agent, agent group, place, or place group during a requested time period. A relatively low figure may indicate that a particular agent (or agent group) is handling more complex calls. A low figure may also mean that a particular place (or place group) is not receiving many calls.	

AV_T_ABANDONED

SHORT DESCRIPTION
Average Time to Abandon
	FORMULA
	`case N_ABANDONED`
	`when 0 then 0`
	`else convert( float, T_ABANDONED ) / N_ABANDONED`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1 — DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT	
DESCRIPTION The average amount of time abandoned calls (T_ABANDONED / N_ABANDONED) were in queue or route point during a requested time period.	

AV_T_ANSWERED

SHORT DESCRIPTION Average Speed of Answer	FORMULA ``` case N_ANSWERED when 0 then 0 else convert(float, T_ANSWERED) / N_ANSWERED end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT
DESCRIPTION The average amount of time a call spends in queue or route point before being answered (T_ANSWERED / N_ANSWERED) for a requested time period. A relatively low figure may indicate less activity or excellent performance.

AV_T_CALLS

SHORT DESCRIPTION Average Talk Time	FORMULA ``` case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on calls (T_CALLS / N_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.

AV_T_CONSULT

SHORT DESCRIPTION Average Consult Talk Time	FORMULA ``` case N_CONSULT when 0 then 0 else convert(float, T_CONSULT) / N_CONSULT end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on consult calls (T_CONSULT / N_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.

AV_T_CUST_CALLS

SHORT DESCRIPTION		FORMULA
| Average Customer Time | | ```
case N_INBOUND + N_OUTBOUND
when 0 then 0
else convert( float, T_INBOUND + T_OUTBOUND  ) /
( N_INBOUND + N_OUTBOUND )
end
``` |
CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
5.1	N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The average amount of time spent on inbound and outbound calls ((T_INBOUND + T_OUTBOUND) / (N_INBOUND + N_OUTBOUND)) for an agent, agent group, place, or place group during a requested time period. (Customer calls are the sum of inbound and outbound calls.) A relatively high number may indicate the handling of complex calls or that additional training is required.

AV_T_DIALING

SHORT DESCRIPTION		FORMULA
| Average Dialing Time | | ```
case N_DIALING
when 0 then 0
else convert( float, T_DIALING ) / N_DIALING
end
``` |
CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
5.1	N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The average amount of time spent dialing calls (T_DIALING / N_DIALING) for an agent, agent group, place, or place group during a requested time period.

AV_T_DISTRIBUTED

SHORT DESCRIPTION		FORMULA
| Average Time to Distribute | | ```
case N_DISTRIBUTED
when 0 then 0
else convert( float, T_DISTRIBUTED ) / N_DISTRIBUTED
end
``` |
CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
5.1	N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
QUEUE, QUEUE GROUP, ROUTING POINT

DESCRIPTION
The average amount of time spent waiting in a queue or route point before a call is distributed (T_DISTRIBUTED / N_DISTRIBUTED) during a requested time period.

AV_T_HANDLE

SHORT DESCRIPTION
Average Handle Time
	FORMULA
	`case N_INBOUND + N_OUTBOUND`
	`when 0 then 0`
	`else convert( float, T_INBOUND + T_OUTBOUND + T_WORK ) /`
	`( N_INBOUND + N_OUTBOUND )`
	`end`

CATEGORY FUNCTION N/A	

INTRODUCED IN
        DISCONTINUED IN
        N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The average amount of time spent handling inbound, outbound and ACW calls (T_INBOUND + T_OUTBOUND + T_WORK) / (N_INBOUND + N_OUTBOUND) during a requested time period.

AV_T_HOLD

SHORT DESCRIPTION
Average Hold Time
	FORMULA
	`case N_HOLD`
	`when 0 then 0`
	`else convert( float, T_HOLD ) / N_HOLD`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The average amount of time for which calls were placed on hold (T_HOLD / N_HOLD) by an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that some existing resources should be redirected to handle calls.

AV_T_INBOUND

SHORT DESCRIPTION
Average Inbound Time
	FORMULA
	`case N_INBOUND`
	`when 0 then 0`
	`else convert( float, T_INBOUND ) / N_INBOUND`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The average amount of time spent on inbound calls (T_INBOUND / N_INBOUND) for an agent, agent group, place, or place group during a requested time period.

AV_T_INTERNAL

SHORT DESCRIPTION Average Internal Time	FORMULA ``` case N_INTERNAL when 0 then 0 else convert(float, T_INTERNAL) / N_INTERNAL end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on internal calls (T_INTERNAL / N_INTERNAL) for an agent, agent group, place, or place group during a requested time period.

AV_T_NOT_READY

SHORT DESCRIPTION Average Not Ready Time	FORMULA ``` case N_NOT_READY when 0 then 0 else convert(float, T_NOT_READY) / N_NOT_READY end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was not ready for calls (T_NOT_READY / N_NOT_READY) during a requested time period.

AV_T_OUTBOUND

SHORT DESCRIPTION Average Outbound Time	FORMULA ``` case N_OUTBOUND when 0 then 0 else convert(float, T_OUTBOUND) / N_OUTBOUND end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on outbound calls (T_OUTBOUND / N_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. If you are running a blended environment with ERS, NRS, and OCS, outbound talk time would include both calls dialed out by agents and calls generated by OCS, and handled by an agent, during an outbound campaign.

AV_T_RINGING

SHORT DESCRIPTION
Average Ringing Time
	FORMULA
	`case N_RINGING`
	`when 0 then 0`
	`else convert( float, T_RINGING ) / N_RINGING`
	`end`

CATEGORY FUNCTION N/A	

INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time calls were ringing (T_RINGING / N_RINGING) for an agent, agent group, place, or place group during a requested time period.

AV_T_SRV_CALLS

SHORT DESCRIPTION
Average Service Time
	FORMULA
	`case N_INTERNAL + N_CONSULT`
	`when 0 then 0`
	`else convert( float, T_INTERNAL + T_CONSULT  ) /`
	`( N_INTERNAL + N_CONSULT )`
	`end`

CATEGORY FUNCTION N/A	

INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on service-related calls (T_SRV_CALLS / N_SRV_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls or that additional training is required.

AV_T_UNKNOWN

SHORT DESCRIPTION
Average Unknown Time
	FORMULA
	`case N_UNKNOWN`
	`when 0 then 0`
	`else convert( float, T_UNKNOWN ) / N_UNKNOWN`
	`end`

CATEGORY FUNCTION N/A	

INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION The average amount of time spent on unknown calls (T_UNKNOWN / N_UNKNOWN) for an agent, agent group, place, or place group during a requested time period.

AV_T_WAIT

SHORT DESCRIPTION	FORMULA

Average Wait Time	`case N_WAIT`
	`when 0 then 0`
	`else convert( float, T_WAIT ) / N_WAIT`
	`end`

CATEGORY FUNCTION	
N/A	

INTRODUCED IN	DISCONTINUED IN
6.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION

The average amount of time for which an agent, agent group, place, or place group was ready for a call (T_WAIT / N_WAIT) during a requested time period.

A relatively high figure may indicate an ineffective use of resources.

AV_T_WORK

SHORT DESCRIPTION	FORMULA

Average Work Time	`case N_WORK`
	`when 0 then 0`
	`else convert( float, T_WORK ) / N_WORK`
	`end`

CATEGORY FUNCTION	
N/A	

INTRODUCED IN	DISCONTINUED IN
6.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION

The average amount of time for which an agent, agent group, place, or place group was in after-call work status (T_WORK / N_WORK) during a requested time period.

MAX_T_ABANDONED

SHORT DESCRIPTION	FORMULA
Max Time to Abandon	`MAX_T_ABANDONED`

CATEGORY FUNCTION	
MAX	

INTRODUCED IN	DISCONTINUED IN
5.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
QUEUE, QUEUE GROUP, ROUTING POINT

DESCRIPTION

See MAX_T_ABANDONED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.

MAX_T_ANSWERED

SHORT DESCRIPTION Max Time to Answer		FORMULA MAX_T_ANSWERED
CATEGORY FUNCTION MAX		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See MAX_T_ANSWERED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_ABANDONED

SHORT DESCRIPTION Total Calls Abandoned		FORMULA N_ABANDONED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ABANDONED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_ABANDONED_IN_TR

SHORT DESCRIPTION Total Short Abandoned Calls		FORMULA PRIOR TO 7.0.1 N_ABANDONED_IN_TR
CATEGORY FUNCTION SUM		FORMULA IN 7.0.1 N_DISTRIB_IN_TR
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ABANDONED_IN_TR or N_DISTRIB_IN_TR in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_ANSWERED

SHORT DESCRIPTION Total Calls Answered		FORMULA N_ANSWERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ANSWERED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_CALLS

SHORT DESCRIPTION		FORMULA
Total Number of Calls		N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The sum of customer-related (N_CUST_CALLS), service-related (N_SRV_CALLS), and unknown (N_UNKNOWN) calls during a requested time period. Note that transferred calls, which can be a part of another type of call—inbound, for example—are not counted as a separate category. A relatively high number may indicate excellent performance.		

N_CONFERENCES

SHORT DESCRIPTION		FORMULA
Total Number of Conferences		N_CONFERENCES
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_CONFERENCES in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_CONSULT

SHORT DESCRIPTION		FORMULA
Total Calls Consult		N_CONSULT
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_CONSULT in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_CUST_CALLS

SHORT DESCRIPTION		FORMULA
Total Number of Customer Calls		N_INBOUND + N_OUTBOUND
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The sum of inbound (N_INBOUND) and outbound (N_OUTBOUND) calls during a requested time period.		

N_DIALING

SHORT DESCRIPTION Total Dialing Number		FORMULA N_DIALING
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_DIALING in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_DISTRIB_IN_TR

SHORT DESCRIPTION Total Calls Distributed In Threshold		FORMULA N_DISTRIBUTED_IN_TR
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_DISTRIB_IN_TR in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_DISTRIBUTED

SHORT DESCRIPTION Total Calls Distributed		FORMULA N_DISTRIBUTED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_DISTRIBUTED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_ENTERED

SHORT DESCRIPTION Total Calls Entered		FORMULA N_ENTERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See N_ENTERED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_HOLD

SHORT DESCRIPTION Total Number on Hold		FORMULA N_HOLD
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_HOLD in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_INBOUND

SHORT DESCRIPTION Total Calls Inbound		FORMULA N_INBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_INBOUND in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_INTERNAL

SHORT DESCRIPTION Total Calls Internal		FORMULA N_INTERNAL
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_INTERNAL in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_NOT_READY

SHORT DESCRIPTION Total Not Ready Number		FORMULA N_NOT_READY
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See N_NOT_READY in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_OUTBOUND

SHORT DESCRIPTION		FORMULA
Total Calls Outbound		N_OUTBOUND
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
In an inbound contact center, this metric indicates the number of outbound calls an agent makes. In an outbound contact center, this metric indicates the number of outbound calls generated by OCS and handled by the agent. See also N_OUTBOUND in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_RINGING

SHORT DESCRIPTION		FORMULA
Total Ringing Number		N_RINGING
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_RINGING in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_SRV_CALLS

SHORT DESCRIPTION		FORMULA
Total Number of Service Calls		N_INTERNAL + N_CONSULT
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The sum of internal (N_INTERNAL) and consult (N_CONSULT) calls during a requested time period.		

N_TALK

SHORT DESCRIPTION		FORMULA
Total Number of Talks		`N_TALK`
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The total number of times an agent completed handling a call. See N_TALK in the "Historical Reporting Metrics–Sourced from Stat Server" chapter for more information.		

N_TRANSFERS_MADE

SHORT DESCRIPTION		FORMULA
Total Number of Transfers Made		`N_TRANSFERS_MADE`
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_TRANSFERS_MADE in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_TRANSFERS_TAKEN

SHORT DESCRIPTION		FORMULA
Total Number of Transfers Taken		`N_TRANSFERS_TAKEN`
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_TRANSFERS_TAKEN in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_UNKNOWN

SHORT DESCRIPTION		FORMULA
Total Calls Unknown		`N_UNKNOWN`
CATEGORY FUNCTION		
SUM		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
See N_UNKNOWN in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

N_WAIT

SHORT DESCRIPTION Total Wait Number	FORMULA N_WAIT
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION See N_WAIT in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.	

N_WORK

SHORT DESCRIPTION Total Work Number	FORMULA N_WORK
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION See N_WORK in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.	

PC_N_ABANDOVED

SHORT DESCRIPTION
Percentage of Calls Abandoned
	FORMULA
	`case`
	`when N_ENTERED = 0 then 0`
	`when N_ABANDONED > N_ENTERED then 100`
	`else convert( float, N_ABANDONED ) * 100 / N_ENTERED`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 5.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT	
DESCRIPTION The percentage of calls (N_ENTERED) that were abandoned (N_ABANDONED) in queue or route point during a requested time period.	

PC_N_ANSWERED

SHORT DESCRIPTION		FORMULA

Percentage of Calls Answered		`case`
		`when N_ENTERED = 0 then 0`
		`when N_ANSWERED > N_ENTERED then 100`
		`else convert( float, N_ANSWERED ) * 100 / N_ENTERED`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The percentage of calls (N_ENTERED) that were answered (N_ANSWERED) for a queue or route point during a requested time period.		

PC_N_CONFERENCES

SHORT DESCRIPTION		FORMULA

Percentage of Conference Calls		`case`
		`when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN = 0 then 0`
		`when N_CONFERENCES > N_INBOUND + N_OUTBOUND + N_INTERNAL`
		`+`
		`N_CONSULT + N_UNKNOWN then 100`
		`else convert( float, N_CONFERENCES ) * 100 /`
		`( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which conferences (N_CONFERENCES) were made by an agent, agent group, place, or place group during a requested time period. A relatively high percentage may indicate difficulty in responding to customer requests or the general redirection of calls to meet agent service targets.		

PC_N_CONSULT

SHORT DESCRIPTION		FORMULA

Percentage of Consult Calls		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_CONSULT ) * 100 /`
		`( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that required consultation (N_CONSULT) (transfer or conference) during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_N_CUST_CALLS

SHORT DESCRIPTION Percentage of Customer Calls	FORMULA ``` case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INBOUND + N_OUTBOUND) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION The percentage of calls (N_CALLS) that were customer calls (N_CUST_CALLS) for an agent, agent group, place, or place group during a requested time period.	

PC_N_DISTRIB

SHORT DESCRIPTION Percentage of Distributed Calls	FORMULA ``` case when N_DISTRIBUTED + N_ABANDONED = 0 then 0 when N_DISTRIBUTED > (N_DISTRIBUTED + N_ABANDONED) then 100 else convert(float, N_DISTRIBUTED) * 100 / (N_DISTRIBUTED + N_ABANDONED) end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.5.001.03 DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT	
DESCRIPTION The percentage of calls (measured here as N_DISTRIBUTED + N_ABANDONED) that were distributed in queue or route point during a requested time period.	

PC_N_HOLD

SHORT DESCRIPTION Percentage of Calls on Hold	FORMULA ``` case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_HOLD > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_HOLD) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION PC_N_HOLD is the percentage of occurrences, during a requested time period, of the CallOnHold status for all calls (N_CALLS) handled by an agent, agent group, place, or place group.	

PC_N_INBOUND

SHORT DESCRIPTION		FORMULA

Percentage of Inbound Calls		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_INBOUND ) * 100 / ( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of calls (N_CALLS) that were inbound (N_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_N_INTERNAL

SHORT DESCRIPTION		FORMULA

Percentage of Internal Calls		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_INTERNAL ) * 100 / ( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of calls (N_CALLS) that were internal (N_INTERNAL) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that additional training or assistance is required.		

PC_N_OUTBOUND

SHORT DESCRIPTION		FORMULA

Percentage of Outbound Calls		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_OUTBOUND ) * 100 / ( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of calls (N_CALLS) that were outbound (N_OUTBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_N_SRV_CALLS

SHORT DESCRIPTION
Percentage of Service Calls
		FORMULA
		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_INTERNAL + N_CONSULT ) * 100 /`
		`( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were service related (N_SRV_CALLS) during a requested time period.		

PC_N_TRANS_MADE

SHORT DESCRIPTION
Percentage of Trasfers Made
		FORMULA
		`case`
		`when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN = 0 then 0`
		`when N_TRANSFERS_MADE > N_INBOUND + N_OUTBOUND +`
		`N_INTERNAL +`
		`N_CONSULT + N_UNKNOWN then 100`
		`else convert( float, N_TRANSFERS_MADE ) * 100 / (`
		`N_INBOUND +`
		`N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which transfers (N_TRANSFERS_MADE) were made by an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate difficulty in responding to customer requests or the general redirection of calls to meet quota targets.		

PC_N_TRANS_TAKEN

SHORT DESCRIPTION
Percentage of Trasfers Taken
		FORMULA
		`case`
		`when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN = 0 then 0`
		`when N_TRANSFERS_TAKEN > N_INBOUND + N_OUTBOUND +`
		`N_INTERNAL +`
		`N_CONSULT + N_UNKNOWN then 100`
		`else convert( float, N_TRANSFERS_TAKEN ) * 100 / (`
		`N_INBOUND +`
		`N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which transfers (N_TRANSFERS_TAKEN) were taken by an agent, agent group, place, or place group during a requested time period.		

PC_N_UNKNOWN

SHORT DESCRIPTION		FORMULA

Percentage of Unknown Calls		`case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN`
		`when 0 then 0`
		`else convert( float, N_UNKNOWN ) * 100 /`
		`( N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of unknown calls (N_CALLS) that were handled (N_UNKNOWN) for an agent, agent group, place, or place group during a requested time period.

PC_N_WORK

SHORT DESCRIPTION		FORMULA

Percentage of Work		`case`
		`when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT +`
		`N_UNKNOWN = 0 then 0`
		`when N_WORK > N_INBOUND + N_OUTBOUND + N_INTERNAL +`
		`N_CONSULT +`
		`N_UNKNOWN then 100`
		`else convert( float, N_WORK ) * 100 / ( N_INBOUND +`
		`N_OUTBOUND +`
		`N_INTERNAL + N_CONSULT + N_UNKNOWN )`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of calls (N_CALLS) that required after-call work by an agent, agent group, place, or place group during a requested time period.

PC_T_CALLS

SHORT DESCRIPTION		FORMULA

Percentage of Talk Time		`case`
		`when T_LOGIN = 0 then 0`
		`when T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT +`
		`T_UNKNOWN >`
		`T_LOGIN then 100`
		`else convert( float, T_INBOUND + T_OUTBOUND + T_INTERNAL +`
		`T_CONSULT + T_UNKNOWN ) * 100 / T_LOGIN`
		`end`

CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was on an inbound (T_INBOUND), outbound (T_OUTBOUND), consult (T_CONSULT), internal (T_INTERNAL), or unknown call (T_UNKNOWN) during a requested time period. A relatively high number may indicate excellent performance.

PC_T_CONSULT

SHORT DESCRIPTION		FORMULA

Percentage of Consult Talk Time		`case`
		`when T_LOGIN = 0 then 0`
		`when T_CONSULT > T_LOGIN then 100`
		`else convert( float, T_CONSULT ) * 100 / T_LOGIN`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of login time (T_LOGIN) that was Consult Talk Time (T_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_T_CUST_CALLS

SHORT DESCRIPTION		FORMULA

Percentage of Customer Talk Time		`case`
		`when T_LOGIN = 0 then 0`
		`when T_INBOUND + T_OUTBOUND > T_LOGIN then 100`
		`else convert( float, T_INBOUND + T_OUTBOUND ) * 100 /`
		`T_LOGIN`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of login time (T_LOGIN) related to inbound (T_INBOUND) and outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_T_DIALING

SHORT DESCRIPTION		FORMULA

Percentage of Dialing Time		`case`
		`when T_LOGIN = 0 then 0`
		`when T_DIALING > T_LOGIN then 100`
		`else convert( float, T_DIALING ) * 100 / T_LOGIN`
		`end`

CATEGORY FUNCTION		
N/A		
INTRODUCED IN	DISCONTINUED IN	
6.1	N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES		
AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION		
The percentage of login time (T_LOGIN) for which an agent was dialing calls (T_DIALING) during a requested time period. This number propagates to agent group, place, and place group.		

PC_T_HOLD

SHORT DESCRIPTION
Percentage of Hold Time
	FORMULA
	`case`
	`when T_LOGIN = 0 then 0`
	`when T_HOLD > T_LOGIN then 100`
	`else convert( float, T_HOLD ) * 100 / T_LOGIN`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) for which an agent put a call on hold (T_HOLD) during a requested time period. This number propagates to agent group, place, and place group.

PC_T_INBOUND

SHORT DESCRIPTION
Percentage of Inbound Talk Time
	FORMULA
	`case`
	`when T_LOGIN = 0 then 0`
	`when T_INBOUND > T_LOGIN then 100`
	`else convert( float, T_INBOUND ) * 100 / T_LOGIN`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) pertaining to inbound calls (T_INBOUND) for an agent, agent group, place, or place group during a requested time period.

PC_T_INTERNAL

SHORT DESCRIPTION
Percentage of Internal Talk Time
	FORMULA
	`case`
	`when T_LOGIN = 0 then 0`
	`when T_INTERNAL > T_LOGIN then 100`
	`else convert( float, T_INTERNAL ) * 100 / T_LOGIN`
	`end`

CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) pertaining to internal calls (T_INTERNAL) for an agent, agent group, place, or place group during a requested time period.

PC_T_NOT_READY

SHORT DESCRIPTION Percentage of Not Ready Time	FORMULA ``` case when T_LOGIN = 0 then 0 when T_NOT_READY > T_LOGIN then 100 else convert(float, T_NOT_READY) * 100 / T_LOGIN end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was not ready (T_NOT_READY) for calls during a requested time period. A relatively high number may indicate additional training is required.

PC_T_OUTBOUND

SHORT DESCRIPTION Percentage of Outbound Talk Time	FORMULA ``` case when T_LOGIN = 0 then 0 when T_OUTBOUND > T_LOGIN then 100 else convert(float, T_OUTBOUND) * 100 / T_LOGIN end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) pertaining to outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the start of a campaign.

PC_T_RINGING

SHORT DESCRIPTION Percentage of Ringing Time	FORMULA ``` case when T_LOGIN = 0 then 0 when T_RINGING > T_LOGIN then 100 else convert(float, T_RINGING) * 100 / T_LOGIN end ```
CATEGORY FUNCTION N/A	
INTRODUCED IN 6.1 DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) for which an agent was on a ringing call (T_RINGING) during a requested time period. This number propagates to agent group, place, and place group. A relatively high number may indicate that the agent is taking too long to answer a call.

PC_T_SRV_CALLS

SHORT DESCRIPTION	FORMULA
Percentage of Service Talk Time	```case
when T_LOGIN = 0 then 0
when T_INTERNAL + T_CONSULT > T_LOGIN then 100
else convert(float, T_INTERNAL + T_CONSULT) * 100 /
T_LOGIN
end```

CATEGORY FUNCTION	
N/A	

INTRODUCED IN	DISCONTINUED IN
6.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time that was spent on service-related calls (T_SRV_CALLS / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.

PC_T_UNKNOWN

SHORT DESCRIPTION	FORMULA
Percentage of Unknown Talk Time	```case
when T_LOGIN = 0 then 0
when T_UNKNOWN > T_LOGIN then 100
else convert(float, T_UNKNOWN) * 100 / T_LOGIN
end```

CATEGORY FUNCTION	
N/A	

INTRODUCED IN	DISCONTINUED IN
6.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time spent on unknown calls (T_UNKNOWN / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.

PC_T_WAIT

SHORT DESCRIPTION	FORMULA
Percentage of Wait Time	```case
when T_LOGIN = 0 then 0
when T_WAIT > T_LOGIN then 100
else convert(float, T_WAIT) * 100 / T_LOGIN
end```

CATEGORY FUNCTION	
N/A	

INTRODUCED IN	DISCONTINUED IN
6.1	N/A

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was ready for calls (T_WAIT) during a requested time period. A relatively high number may indicate an ineffective use of resources.

PC_T_WORK

SHORT DESCRIPTION Percentage of Work Time	FORMULA ``` case when T_LOGIN = 0 then 0 when T_WORK > T_LOGIN then 100 else convert(float, T_WORK) * 100 / T_LOGIN end ```
CATEGORY FUNCTION N/A	

INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
AGENT, AGENT GROUP, PLACE, PLACE GROUP

DESCRIPTION
The percentage of total login time (T_LOGIN) for which an agent, agent group, place, or place group is in AfterCallWork status during a requested time period. A relatively high number may indicate the handling of complex calls requiring additional after-call work or that additional training may be required.

SERVICE_FACTOR

SHORT DESCRIPTION		FORMULA FOR 5.1 AND 6.0
| Service Factor | | ```
case Total_Calls_Distributed
when 0 then 0
else convert( float,
(Total_Calls_Distributed_In_Threshold -
Total_Short_Abandoned_Calls) * 100 ) /
Total_Calls_Distributed
end
``` |
| **CATEGORY FUNCTION** | | |
| N/A | | **FORMULA FOR 6.1, TIER I** |

<table>
<tr><td colspan="2">

INTRODUCED IN

5.1
</td><td>

DISCONTINUED IN

N/A
</td></tr>
</table>

```
case
        when (Total_Calls_Entered -
Total_Short_Abandoned_Calls ) <= 0
        then 0
        else case
        when convert(float,
Total_Calls_Distributed_In_Threshold * 100 ) /
        ( Total_Calls_Entered -
Total_Short_Abandoned_Calls ) < 100
        then convert(float,
Total_Calls_Distributed_In_Threshold * 100 ) /
        ( Total_Calls_Entered -
Total_Short_Abandoned_Calls )
        else 100
        end
end
```

FORMULA FOR 6.1, TIER II
```
case when ( N_ENTERED - N_ABANDONED_IN_TR ) <= 0 then 0
else case when convert( float, N_DISTRIB_IN_TR ) * 100 /
        ( N_ENTERED - N_ABANDONED_IN_TR ) < 100
        then convert( float, N_DISTRIB_IN_TR ) * 100 /
        ( N_ENTERED - N_ABANDONED_IN_TR )
        else 100
        end
end
```

FORMULA FOR 6.5+
```
case
when N_ANSWERED + N_ABANDONED <= N_ABANDONED_IN_TR then 0
else case
when N_DISTRIB_IN_TR <=
( N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR )
then convert( float, N_DISTRIB_IN_TR ) * 100 /
( N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR )
else 100
end
```

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES
QUEUE, QUEUE GROUP, ROUTING POINT

SERVICE_FACTOR

DESCRIPTION
For 6.1 Users: Total calls distributed within the service-level threshold, not including short abandoned calls divided by total calls distributed from a queue or route point during a requested time period.   **For 6.5+ Users:**   Total calls answered for a queue or route point during a requested time period divided by the sum of the total answered calls and the total abandoned calls but not including the total stray calls (those that were abandoned).   **Note:** The definition of N_DISTRIB_IN_TR **changed** in release 6.5 to signify total calls *answered* in threshold, not the number of *distributed* calls in threshold. If you migrate from release 6.1 to 6.5, you can choose to keep the 6.1 formula for ServiceFactor or use the new one.

T_ABANDONED

SHORT DESCRIPTION Total Time to Abandon		FORMULA T_ABANDONED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_ABANDONED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_ANSWERED

SHORT DESCRIPTION Total Time to Answer		FORMULA T_ANSWERED
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_ANSWERED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_CALLS

SHORT DESCRIPTION Total Talk Time		FORMULA T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total amount of time spent on calls for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate excellent performance.		

T_CONSULT

SHORT DESCRIPTION		FORMULA
Total Consult Talk Time		`T_CONSULT`
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_CONSULT in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_CUST_CALLS

SHORT DESCRIPTION		FORMULA
Total Customer Talk Time		`T_INBOUND + T_OUTBOUND`
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The total amount of time spent on inbound (N_INBOUND) and outbound (N_OUTBOUND) calls during a requested time period. A relatively high number may indicate excellent performance.		

T_DIALING

SHORT DESCRIPTION		FORMULA
Total Dialing Time		`T_DIALING`
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_DIALING in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_DISTRIBUTED

SHORT DESCRIPTION		FORMULA
Total Time to Distribute		`T_DISTRIBUTED`
CATEGORY FUNCTION SUM		
INTRODUCED IN 5.1	**DISCONTINUED IN** N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION See T_DISTRIBUTED in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_HOLD

SHORT DESCRIPTION Total Hold Time		FORMULA T_HOLD
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_HOLD in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_INBOUND

SHORT DESCRIPTION Total Talk Time Inbound		FORMULA T_INBOUND
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_INBOUND in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_INTERNAL

SHORT DESCRIPTION Total Talk Time Internal		FORMULA T_INTERNAL
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_INTERNAL in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_LOGIN

SHORT DESCRIPTION Total Login Time		FORMULA T_LOGIN
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_LOGIN in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.		

T_NOT_READY

SHORT DESCRIPTION Total Not Ready Time	FORMULA T_NOT_READY
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION See T_NOT_READY in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.	

T_OUTBOUND

SHORT DESCRIPTION Total Talk Time Outbound	FORMULA T_OUTBOUND
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION See T_OUTBOUND in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.	

T_RINGING

SHORT DESCRIPTION Total Ringing Time	FORMULA T_RINGING
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION See T_RINGING in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.	

T_SRV_CALLS

SHORT DESCRIPTION Total Service-Related Talk Time	FORMULA T_INTERNAL + T_CONSULT
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1 · DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP	
DESCRIPTION The total amount of time spent on internal (N_INTERNAL) and consult (N_CONSULT) calls during a requested time period.	

T_TALK

SHORT DESCRIPTION Total Talk Time	FORMULA T_TALK
CATEGORY FUNCTION SUM	
INTRODUCED IN	DISCONTINUED IN	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION See T_TALK in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.

T_UNKNOWN

SHORT DESCRIPTION Total Talk Time Unknown	FORMULA T_UNKNOWN
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION See T_UNKNOWN in the "Historical Reporting Metrics–Sourced from Stat Server" chapter.

T_WAIT

SHORT DESCRIPTION Total Wait Time	FORMULA T_WAIT
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION Total wait time. A relatively high number may indicate ineffective use of resources.

T_WORK

SHORT DESCRIPTION Total Work Time	FORMULA T_WORK
CATEGORY FUNCTION SUM	
INTRODUCED IN 6.1	DISCONTINUED IN N/A	

USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP
DESCRIPTION Total after-call work time.

![Genesys logo]

Chapter

9

CCPulse+ Metrics

CCPulse+ collects real-time metrics from Stat Server for specified objects in a contact center. The metrics listed in this chapter are defined by the stat types on which they are built. In some instances, filters have been applied to further restrict the metric's value. Refer to "Statistical Parameters" on page 433 for the definitions and descriptions of the filters used. All of the metrics in this chapter are used within one or more of the Genesys-provided CCPulse+ solution templates which are described in Chapter 2, "CCPulse+ Templates" on page 17.

This chapter includes the following sections:

- Listing of CCPulse+ Metrics
- CCPulse+ Metrics

Listing of CCPulse+ Metrics

This chapter describes the following CCPulse+ metrics which are presented in alphabetical order by display name:

%Abandoned*	After Call Work Out-	Average Processing
%Distrib	bound*	Time*
Abandon*	AfterCallWork	Average Ready Ratio*
Abandoned*	Age of oldest email	AverHandle
Abandoned in TR	AgentStatus	AvgAband
Abandoned While Ringing	AHT*	AvgConsult*
Accepted*	All Waiting	AvgDistrib
Activated	Answer*	AvgHandle*
ACW	Answered*	AvgHandleWithASM*
ACW Auxiliary	AnswerMachine	AvgInbound*
ACW Inbound	Answers	AvgOutbound*
ACW Outbound	ASA*	Busy
After Call Work	ASM_Outbound*	Call Abandoned Ratio*
Inbound*	ASM_Received*	CallBacksCompleted

CallBacksMissed
CallBacksScheduled
CallsInConsulting
CallsInDialing
CallsInRinging
CallsOnHold
CallsWaiting
CallWaiting
Cancel
CB Disposed With EWT
CB Distributed
CB Entered
CB Waiting
Cleared*
Coached
Coached Via Intrusion
Coached Upon Request
Coaching Requests
Conferenced Via Intru-
  sion
Conferences Initiated
Conferences Joined*
Consult*
Consult Made
Consult Taken
Current
Current Calls Waiting
Current in Queue
Current Logged In*
Current Not Ready*
Current not Ready Ratio
Current Ready*
Current Ready Ratio*
Current Waiting for
  Processing
CurrMaxWaiting
Deactivated
DialMade
DialMode
Distribut
Distribute
Distributed*
DNStatus
DoNotCall
Dropped
Entered*
EstimTimeToComplete
EstimTimeToDistrib

ExpectedWaitTime
FaxModem
Forced Off
Forwarded*
GroupState
GroupStatus
Handle*
Handled*
HitRatio
Hold
Hold Inbound
Hold Outbound
Hold Time Inbound*
Hold Time Outbound*
Hold Time Ratio
In Processing*
In Queue
Inbound*
Inbound Hold
Inbound Terminated
Inbound Transferred
InboundCalls
Internal*
Internal Initiated
Internal Made*
Internal Taken*
InternalCalls
Live Disposed with EWT
Live Distributed
Live Entered
Live Waiting
Logged In
Made
Maximum
Maximum Interactions*
Maximum number of
  Interactions
Minimum
Minimum Interactions*
Minimum number of
  Interactions
Monitored*
Moved out
NoAnswer
NoRPC
Not Ready
Not Ready Ratio*
Not Rescheduled CB

NotReadyForACall
Not-submitted
Number of Interactions
  in process
Number of interactions
  in Process
Number of interactions
  that have stopped pro-
  cessing
Offered*
Outbound*
Outbound Hold
Outbound Initiated
OutboundCalls
PerCallBacksCompleted
PerCallBacksMissed
PerCallBacksScheduled
PlaceStatus
Processed
Processing
Processing time*
Pulled*
Ready
Ready Ratio*
RecordsCanceled
RecordsCompleted
Redirected
Rejected*
Rescheduled CB
Responded
Response Time*
Running
Scheduled CB Requested
Sent To Queue
ServiceFactor
SITDetected
SITNoCircuit
SITOperIntercept
SITReorder
SITUnknown
SITVacant
Stopped Processing
SystemError*
Talk
Talk Consult Made
Talk Consult Taken
Talk Inbound
Talk Internal Made

Talk Internal Taken   Total Login Time*   TotalInbound
Talk Outbound   Total Moved   TotalLogin
Talk Time Inbound*   Total Offered   TotalNR*
Talk Time Outbound*   Total Processing Time   TotalOutbound
Terminated   Total Ready Time*   TotalTalk*
Time to Abandon   Total Rejected   TotalWait
Time to Distribute   Total Released*   Transfer Ratio
Timed Out   Total Terminated   Transfers*
TimeToAbandon   Total Time To Answer   Transfers Made*
TimeToAnswer   Total Timed Out   Transfers Taken*
TimeToDistrib   Total Transferred*   TransfersMade
To Abandon   Total Transfers   TransfersTaken
To Distribute CB   Total_Entered   Waiting*
To Distribute Live   Total_Time_to_Answer   Waiting Processing*
Total Abandoned   TotalACW*   WaitingAgent
Total Accepted   TotalASM_Outbound   WaitingAgents
Total Answered*   Total_Abandoned   WaitingForACall
Total Cleared   Total_Answered   WaitingPort*
Total Distributed   Total_Cleared   WaitingRecords
Total Entered*   Total_Distributed   WaitinRecords
Total Finished Process-   TotalCallsOnHold   Within SL
  ing   TotalConsult

The metrics marked by an asterisk are repeated more than once in the following pages because other metrics having the same name are used in a different fashion. Where this is the case, a number enclosed in square brackets follows the name of the metric in the subsequent pages. The metrics above are only hyperlinked to the first occurrence of the metric in the following pages.

Descriptions of Form Labels

Form Title   The alias name of the CCPulse+ metric.

Stat Type   Identifies the Stat Server statistical type that this metric obeys. The Stat Type definition fields cannot be edited; they display the four options that define the statistical type in the configuration of Stat Server.

Statistical Group   Lists the statistical grouping under which the metric falls.

Solution   The Genesys products that measure and report on values for this metric.

Notification Frequency   Defines how often, in seconds, Stat Server should recalculate the metric and notify CCPulse+ if the metric has changed by more than the specified insensitivity.

Insensitivity   Describes a condition for receiving an update of a metric value for an object monitored in the view.

Filter   Identifies the filter applied to this metric.

Time Range   Identifies the name of the time range used as specified in the TimeRanges section of the supporting Stat Server Application object. Time ranges define a length of time, in seconds, for collecting data and are only applicable to certain stat types.

Time Range 1   Identifies the name of the time range used as specified in the `TimeRanges` section of the supporting Stat Server `Application` object. This second time range is used only by the `ServiceFactor` metric.

Interval Type   Defines the time profile for this metric.

Time Profile   Identifies the name of the time profile as specified in the `TimeProfiles` section of the supporting Stat Server `Application` object. Time profiles specify the interval over which historical aggregate values are calculated.

Format   Defines the time or number format for the metric. A number format specifies the number of decimal places for data used and displayed in the selected graph and include the following formats: `0`, `0.0`, and `0.00`. This value reads `N/A` if no time or number format is specified for the metric.

Introduced In   Identifies the GA release in which this metric was first introduced.

Discontinued In   Identifies the first GA release in which this metric was no longer available. Where a metric is still available, this value reads `N/A` for not applicable.

Historical Association   The comparable metric for a specified time period found in the Data Mart. Click this value to read more information about the historical metric. This value reads `N/A` if this metric has no historical equivalent.

Calling Template   The CCPulse+ template(s) in which this metric can be found.

Description   Provides a general description of what a report using this metric measures.

CCPulse+ Metrics

%Abandoned

STAT TYPE AbandCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0
						DISCONTINUED IN N/A

HISTORICAL ASSOCIATION PC_N_ABANDOVED
CALLING TEMPLATE QueueView

DESCRIPTION
Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead.Of all the values returned by the AbandCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.

Refer to AbandCallsPercentage in the "Stat Server Stat Type Definitions" section for a complete description.

%Distrib

STAT TYPE DistribCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing,Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0

HISTORICAL ASSOCIATION PC_N_DISTRIB
CALLING TEMPLATE QueueView

DESCRIPTION
Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the DistribCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.

Refer to DistribCallsPercentage in the "Stat Server Stat Type Definitions" section for a complete description.

Abandon[1]

STAT TYPE Total_Calls_Abandoned		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0

HISTORICAL ASSOCIATION N_ABANDONED
CALLING TEMPLATE QueueView

DESCRIPTION
Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE.

Refer to Total_Calls_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.

Abandon[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Time		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average amount of time that voice interactions in this queue were abandoned.					
CALLING TEMPLATE							
Voice Queue		CCPulse+ calculates this metric from the values of the Time to Abandon and Abandoned CCPulse+ metrics using this formula:					

```
result.Duration = CalculateValue();

function CalculateValue()
{
    var num = ccpulse.group("Total Time").statistic("Time to Abandon");
    var den = ccpulse.group("Total Calls").Abandoned;
    var res = 0 == den ? num : num / den;
    return res;
}
```

Abandoned[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampAbandoned		CallsReport		Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_ABANDONED		This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAbandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CallingListView, Campaign-View, CampCallingListView							

Abandoned[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsAbandoned		Total Number		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_ABANDON		The total number of live or virtual voice interactions that were abandoned from this queue.					
CALLING TEMPLATE							
Callback Queue		Refer to CallsAbandoned in the "Stat Server Stat Type Definitions" section for a complete description. The VoiceCall filter was first applied in the 7.1 release of this metric.					

Abandoned[3]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsAbandoned		Total Number		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_EV_ABAND		The total number of live voice interactions that were abandoned from this queue.					
CALLING TEMPLATE		Of all the values returned by the CallsAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
Queue Evaluation							
		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Abandoned[4]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Chat_Total_Abandoned		Total Number		Web Media		10	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0.00	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
CHAT_GN_ABND		The total number of chat interactions that were abandoned within this tenant's chat system.					
CALLING TEMPLATE							
General Chat Handling		Refer to Chat_Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.					

Abandoned[5]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Abandoned		Total Calls		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_ABND		The total number of voice interactions that were abandoned while in this queue.					
CALLING TEMPLATE		Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
Voice Queue							

Abandoned[6]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of abandoned voice interactions in this queue.

CALLING TEMPLATE
Voice Queue

CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:

```
CalculateValue();

function CalculateValue()
{
    var num = ccpulse.group("Total Calls").Abandoned;
    var den = ccpulse.group("Total Calls").Abandoned
        + ccpulse.group("Total Calls").Distributed
        + ccpulse.group("Total Calls").Cleared;
    var res = 0 == den ? num : num / den;
    return 100 * res;
}
```

Abandoned %

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratio		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of voice interactions that are abandoned from this queue.

CALLING TEMPLATE
Queue Evaluation

CCPulse+ calculates this metric from the values of the Abandoned and Distributed CCPulse+ metrics using this formula:

```
(( ccpulse.group("Total Number").Abandoned +
ccpulse.group("Total Number").Distributed ) == 0 ) ? 0 :
( ccpulse.group("Total Number").Abandoned >
( ccpulse.group("Total Number").Abandoned +
ccpulse.group("Total Number").Distributed )) ? 100 :
100 * ccpulse.group("Total Number").Abandoned /
( ccpulse.group("Total Number").Abandoned +
ccpulse.group("Total Number").Distributed )
```

Abandoned in TR

STAT TYPE CallsAbandonedInTimeRange		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAndNotVCB	TIME RANGE EWT_ANNOUNCE_TR	INTERVAL TYPE Growing		TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_ABAN_TR		DESCRIPTION					
CALLING TEMPLATE Queue Evaluation		The total number of voice interactions that were abandoned from this queue during a specified time range.					

DESCRIPTION

The total number of voice interactions that were abandoned from this queue during a specified time range.

Of all the values returned by the CallsAbandonedinTimeRange stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time range. Refer to CallsAbandonedInTimeRange in the "Stat Server Stat Type Definitions" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.

Abandoned in TR %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION					
CALLING TEMPLATE Queue Evaluation							

DESCRIPTION

The percentage of voice interactions that were abandoned from this queue during a specified time range relative to all voice interactions that were abandoned from this queue.

CCPulse+ calculates this metric from the values of the Abandoned in TR and Abandoned CCPulse+ metrics using this formula:

```
( ccpulse.group("Total Number").Abandoned == 0 ) ? 0 :
( ccpulse.group("Total Number").statistic("Abandoned in TR") >
ccpulse.group("Total Number").Abandoned ) ? 100 :
100 * ccpulse.group("Total Number").statistic("Abandoned in TR") /
( ccpulse.group("Total Number").Abandoned
```

Abandoned While Ringing

STAT TYPE Total_Abandoned_WR		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND_WR		DESCRIPTION					
CALLING TEMPLATE Voice Queue							

DESCRIPTION

The total number of voice interactions that were distributed from this queue to any DN other than a queue or route point but were terminated by the caller before the agent could answer.

Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the "Stat Server Stat Type Definitions" section for a complete description.

Accepted[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Interactions_Accepted		Total		E-mail		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
EMAIL_MEDIA	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
EMAIL_ACCEPTED		The total number of e-mail interactions that were offered for processing to this agent and were accepted.					
CALLING TEMPLATE		Of all the values returned by the Interactions_accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the "Stat Server Stat Type Definitions" section for a complete description.					
Resource E-mail Handling							

Activated

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampGrActivatedDuration		TimeReport		Outbound Contact		30 seconds	10
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
T_ACTIVAT_DURATION		Refer to CampGrActivatedDuration in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CampGroupView							

ACW

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Service Call Average Times		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average amount of time spent by this agent performing after-call work for service (inbound and outbound) calls.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the ACW Inbound, ACW Outbound, Inbound and Outbound CCPulse+ metrics using this formula:					
Resource Voice Handling							

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
    var num = ccpulse.group("Service Call Total Times").statistic("ACW
        Inbound")
    + ccpulse.group("Service Call Total Times").statistic("ACW Outbound");
    var den = ccpulse.group("Service Calls").Inbound
    + ccpulse.group("Service Calls").Outbound;
    return 0 == den ? num : num / den;
}
```

ACW Auxiliary

STAT TYPE ACW_Time_Other		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_AUX_T		DESCRIPTION The total amount of time this agent spent performing after-call work for internal and consult voice calls as well as after-call work that cannot be associated with any call. Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

ACW Inbound

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION The total amount of time this agent spent performing after-call work for inbound calls. Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

ACW Outbound

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		DESCRIPTION The total amount of time this agent spent performing after-call work for outbound calls. Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

After Call Work Inbound[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
ACW_Time_Inbound		Agent Times	Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	0	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VOICE_ACW_INB_T		Refer to ACW_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE						
KPI Agent						

After Call Work Inbound[2]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
ACW_Time_Inbound		Agent Times	Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	0	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VOICE_ACW_INB_T		Refer to ACW_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE						
KPI Tenant						

After Call Work Outbound[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
ACW_Time_Outbound		Agent Times	Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	0	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VOICE_ACW_OUT_T		Refer to ACW_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE						
KPI Agent						

After Call Work Outbound[2]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
ACW_Time_Outbound		Agent Times	Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	0	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VOICE_ACW_OUT_T		Refer to ACW_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE						
KPI Tenant						

AfterCallWork

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrNumberACWStatuses		Performance		Enterprise Routing, Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	0	5.1, 6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber-ACWStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
GroupsView							

Age of oldest email

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Oldest_Age		Current		E-mail		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	hh:mm:ss	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The age of the oldest e-mail interaction within this tenant's e-mail system at the end of the reporting interval.					
CALLING TEMPLATE		Refer to General_Email_Oldest_Age in the "Stat Server Stat Type Definitions" section for a complete description.					
General E-mail Handling							

AgentStatus

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrentAgentState		CurrentState		Enterprise Routing, Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	hh:mm:ss	5.1, 6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrentAgent-State in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					
AgentView							

AHT[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Times		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The current average handling time (AHT) for calls associated with the reporting object.
CALLING TEMPLATE KPI Agent	CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") +
ccpulse.group("Agent Times").statistic("Talk Time Outbound") +
ccpulse.group("Agent Times").statistic("After Call Work Inbound") +
ccpulse.group("Agent Times").statistic("After Call Work Outbound"));

var den = (ccpulse.group("Total Calls").statistic("Total Released"));

return 0 == den ? num : num / den;
}
```

AHT[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Times		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The current average handling time (AHT) for calls associated with the reporting object.
CALLING TEMPLATE KPI Tenant	CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") +
ccpulse.group("Agent Times").statistic("Talk Time Outbound") +
ccpulse.group("Agent Times").statistic("After Call Work Inbound") +
ccpulse.group("Agent Times").statistic("After Call Work Outbound"));

var den =(ccpulse.group("Total Calls").statistic("Total Released"));

return 0 == den ? num : num / den;
}
```

All Distributed

STAT TYPE N/A		STATISTICAL GROUP Total Distributed		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of all voice interactions that were distributed from this queue.					
CALLING TEMPLATE Callback Queue		CCPulse+ calculates this metric from the values of the CB Distributed and Live Distributed CCPulse+ metrics using this formula: `ccpulse.group("Total Distributed").statistic("CB Distributed") + ccpulse.group("Total Distributed").statistic("Live Distributed")`					

All Entered

STAT TYPE N/A		STATISTICAL GROUP Total Entered		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of voice interactions that entered this queue.					
CALLING TEMPLATE Callback Queue		CCPulse+ calculates this metric from the values of the CB Entered and Live Entered CCPulse+ metrics using this formula: `ccpulse.group("Total Entered").statistic("CB Entered") + ccpulse.group("Total Entered").statistic("Live Entered")`					

All Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The number of all voice interactions currently in this queue.					
CALLING TEMPLATE Callback Queue		Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description. The VoiceCall filter was first applied to the 7.1 release of this metric.					

Answer[1]

STAT TYPE Chat_Total_Answer_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ANSW_T		DESCRIPTION The total amount of time involved in answering interactions within this tenant's chat system.					
CALLING TEMPLATE General Chat Handling		Refer to Chat_Total_Answer_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Answer[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average amount of time that chat interactions were answered within this tenant's chat system.					
CALLING TEMPLATE General Chat Handling		CCPulse+ calculates this metric from the values of the Answer and Answered CCPulse+ metrics using this formula: ``` result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Answer / ((ccpulse.group("Total Number").Answered == 0) ? 1 : ccpulse.group("Total Number").Answered); } ```					

Answered[1]

STAT TYPE Total_Calls_Answered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSWERED		DESCRIPTION Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Refer to Total_Calls_Answered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE QueueView							

Answered[2]

STAT TYPE Chat_Total_Answered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ANSW		DESCRIPTION The total number of chat interactions that were answered within this tenant's chat system.					
CALLING TEMPLATE General Chat Handling		Refer to Chat_Total_Answered in the "Stat Server Stat Type Definitions" section for a complete description.					

Answered[3]

STAT TYPE Total_Answered		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ANSW		DESCRIPTION The total number of calls that were distributed from this queue to an agent and were answered.					
CALLING TEMPLATE Voice Queue		Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the "Stat Server Stat Type Definitions" section for a complete description.					

AnswerMachine

STAT TYPE CampAnsweringMachine		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSW_MACHINE		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAnsweringMachine in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Answers

STAT TYPE CampAnswers		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSWERS		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampAnswers in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

ASA[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Averages		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.
CALLING TEMPLATE	CCPulse+ calculates this metric from the values of the Total_Time_to_Answer and Total_Answered CCPulse+ metrics using this formula:
KPI Queue	

```
result.Duration = CalculateDuration();

function CalculateDuration()
{

var num = (ccpulse.group("Total Time").Total_Time_to_Answer);
var den = (ccpulse.group("Total Calls").Total_Answered);

return 0 == den ? num : num / den;
}
```

ASA[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Averages		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.
CALLING TEMPLATE	CCPulse+ calculates this metric from the values of the Total Time To Answer and Total Answered CCPulse+ metrics using this formula:
KPI Tenant	

```
result.Duration = CalculateDuration();

function CalculateDuration()
{

var num = (ccpulse.group("Total Calls").statistic("Total Time To Answer"));
var den = (ccpulse.group("Total Calls").statistic("Total Answered"));

return 0 == den ? num : num / den;
}
```

ASAP CB %

STAT TYPE N/A		STATISTICAL GROUP Ratio		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of ASAP callback interactions relative to all callback interactions. CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:					
CALLING TEMPLATE Callback Operation							

```
(( ccpulse.group("Request Phase").statistic("ASAP CB Requested") +
ccpulse.group("Request Phase").statistic("Scheduled CB Requested") ) == 0 ) ?
0 : ccpulse.group("Request Phase").statistic("ASAP CB Requested") >
( ccpulse.group("Request Phase").statistic("ASAP CB Requested") +
ccpulse.group("Request Phase").statistic("Scheduled CB Requested") ) ? 100 :
100 * ccpulse.group("Request Phase").statistic("ASAP CB Requested") /
( ccpulse.group("Request Phase").statistic("ASAP CB Requested") +
ccpulse.group("Request Phase").statistic("Scheduled CB Requested")
```

ASAP CB Requested

STAT TYPE CallbacksAcceptedASAP		STATISTICAL GROUP Request Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ASAP_CB		DESCRIPTION The total number of voice or web-based interactions that successfully requested an ASAP callback. This metric was originally based on the CallsExited stat type and applied the VCB_ASAP_CB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksAcceptedASAP stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedASAP in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Callback Operation							

ASM_Outbound[1]

STAT TYPE Total_Calls_ASM_Outbound		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ASM_OUTBOUND		DESCRIPTION Refer to Total_Calls_ASM_Outbound in the "Stat Server Stat Type Definitions" section for a complete description. **Note:** The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView[*]							

ASM_Outbound[2]

STAT TYPE CurrNumberASMOutbound-Statuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION Refer to CurrNumberASMOutboundStatuses in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE GroupsView	Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.

ASM_Received[1]

STAT TYPE Total_Calls_ASM_Received		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N_ASM_ENGAGE	DESCRIPTION Refer to Total_Calls_ASM_Received in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE AgentView, GroupsView, PlaceView	**Note:** The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.

ASM_Received[2]

STAT TYPE CurrNumberASM_EngagedStatuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION Refer to CurrNumberASM_EngagedStatuses in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE GroupsView	Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.

Average Processing Time[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail	NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A · INTRODUCED IN 7.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION The average amount of time that e-mail interactions spent at this agent's desktop.

CALLING TEMPLATE Resource E-mail Handling	CCPulse+ calculates this metric from the values of the Processed and Processing Time CCPulse+ metrics using this formula:
	
	`result.duration=CalculateDuration();`
	
	`function CalculateDuration() {`
	` var num=ccpulse.Total.Processed;`
	` var tim=ccpulse.Total.statistic("Processing Time");`
	` return (0==num) ? tim : tim/num;`
	`}`

Average Processing Time[2]

STAT TYPE N/A		STATISTICAL GROUP Media X Resource		SOLUTION Open Media	NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A · INTRODUCED IN 7.2	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION The average amount of time that an agent, a place, or a group thereof spent handling interactions. of media X type.

CALLING TEMPLATE Media X Resource Template	CCPulse+ calculates this metric from the values of the Total Processing Time and Total Finished Processing CCPulse+ metrics using this formula:
	
	`result.duration=CalculateDuration();`
	
	`function CalculateDuration()`
	`{`
	` var num =(ccpulse.group("Media X Resource").statistic("Total Processing Time"));`
	` var den =(ccpulse.group("Media X Resource").statistic("Total Finished Processing"));`
	` return 0 == den ? num : num / den;`
	`}`

Average Ready Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.
CALLING TEMPLATE KPI Agent, KPI Queue	CCPulse+ calculates this metric from the values of the Total Ready Time and Total Login Time CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()
{
var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time"));
var den = (ccpulse.group("Agent Times").statistic("Total Login Time"));

return 0 == den ? num : num / den;
}
```

Average Ready Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.
CALLING TEMPLATE KPI Tenant	CCPulse+ calculates this metric from the values of the Total Ready Time and Total LogIn Time CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()
{
var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time"));
var den = (ccpulse.group("Agent Times").statistic("Total Login Time"));

return 0 == den ? num : num / den;
}
```

AverHandle

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverHandleStatusTime		TimeReport		Enterprise Routing		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	5.1	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
AV_T_HANDLE	Refer to AverHandleStatusTime in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE GroupsView	The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.

AvgAband

STAT TYPE AverAbandCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_ABANDONED CALLING TEMPLATE QueueView		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the AverAbandCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AverAbandCallTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

AvgConsult[1]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT CALLING TEMPLATE AgentView, GroupsView, PlaceView		DESCRIPTION Refer to AverConsultStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

AvgConsult[2]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT CALLING TEMPLATE PlaceView		DESCRIPTION Refer to AverConsultStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

AvgConsult[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION CCPulse+ calculates this metric from the values of the TotalConsult and Consult metrics using this formula:					

CALLING TEMPLATE AgentView, GroupsView		`result.Duration =`
		`( 0 == ccpulse.CallsReport.Consult ? ccpulse.TimeReport.TotalConsult :`
		`  Math.round( ccpulse.TimeReport.TotalConsult / ccpulse.CallsReport.Consult )`
		`);`					

AvgConsult[4]

STAT TYPE AverConsultDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverConsultDNActionTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgDistrib

STAT TYPE AverDistribCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_DISTRIBUTED		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the AverDistribCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.					
CALLING TEMPLATE QueueView		Refer to AverDistribCallTime in the "Stat Server Stat Type Definitions" section for a complete description.					
		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgHandle[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverHandleStatusTime		TimeReport		Enterprise Routing		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	5.1	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
AV_T_HANDLE		Refer to AverHandleStatusTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		Metric was renamed from AverHandle in the 6.5.001 release of this metric.					
AgentView, PlaceView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgHandle[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverHandleStatusTime		TimeReport		Outbound Contact		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
AV_T_HANDLE		Refer to AverHandleStatusTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		Metric was renamed from AverHandle in the 6.5.001 release of this metric.					
PlaceView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgHandle[3]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		TimeReport		Outbound Contact		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0.1	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
AV_T_HANDLE		CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:					
CALLING TEMPLATE							
AgentView, GroupsView							

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
  var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound;
  var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbound
  + ccpulse.TimeReport.TotalACW;
  return 0 == den ? num : Math.round(num /den);
}
```

AvgHandle[4]

STAT TYPE AverHandleDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverHandleDNActionTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgHandleWithASM[1]

STAT TYPE AverHandleStatusTimewith-ASM		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to AverHandleStatusTimewithASM in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE PlaceView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

AvgHandleWithASM[2]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:					
CALLING TEMPLATE AgentView, GroupsView							

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
var den = ccpulse.CallsReport.Inbound
  + ccpulse.CallsReport.Outbound
  + ccpulse.CallsReport.ASM_Outbound;
var num = ccpulse.TimeReport.TotalInbound
  + ccpulse.TimeReport.TotalOutbound
  + ccpulse.TimeReport.TotalASM_Outbound
  + ccpulse.TimeReport.TotalACW;
return 0 == den ? num : Math.round(num /den);
}
```

AvgInbound[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverInboundStatusTime		TimeReport		Enterprise Routing		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	5.1	N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		DESCRIPTION Refer to AverInboundStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgInbound[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverInboundStatusTime		TimeReport		Outbound Contact		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	6.0	N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		DESCRIPTION Refer to AverInboundStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE PlaceView							

AvgInbound[3]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/a		TimeReport		Outbound Contact		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0.1	N/A

HISTORICAL ASSOCIATION
N/A
		DESCRIPTION
		CCPulse+ calculates this metric from the values of the TotalInbound and Inbound metrics using this formula:
		
		`result.Duration =`
		`( 0 == ccpulse.CallsReport.Inbound ? ccpulse.TimeReport.TotalInbound :`
		`  Math.round( ccpulse.TimeReport.TotalInbound / ccpulse.CallsReport.Inbound )`
		`);`					

CALLING TEMPLATE AgentView, GroupsView							

AvgInbound[4]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AverInboundDNActionTime		TimeReport		Enterprise Routing, Outbound Contact		30 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	5.1, 6.0	N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverInboundDNActionTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							

AvgOutbound[1]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		DESCRIPTION Refer to AverOutboundStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgOutbound[2]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		DESCRIPTION Refer to AverOutboundStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE PlaceView							

AvgOutbound[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION CCPulse+ calculates this metric from the values of the TotalOutbound and Outbound metrics using this formula:					
CALLING TEMPLATE AgentView, GroupsView		``` result.Duration = (0 == ccpulse.CallsReport.Outbound ? ccpulse.TimeReport.TotalOutbound : Math.round(ccpulse.TimeReport.TotalOutbound / ccpulse.CallsReport.Outbound)); ```					

AvgOutbound[4]

STAT TYPE AverOutboundDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverOutboundDNActionTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							

AWT

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Actual Wait Time	Voice Callback		N/A	N/A

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The average actual wait time for all voice interactions that left this queue.
CALLING TEMPLATE Callback Queue	CCPulse+ calculates this metric from the values of the To Abandon, To Distribute CB, To Distribute Live, CB Distributed, Live Distributed, and Abandoned CCPulse+ metrics using this formula:

```
result.Duration = (
(( ccpulse.group("Total Distributed").statistic("CB Distributed") +
   ccpulse.group("Total Distributed").statistic("Live Distributed") +
   ccpulse.group("Total Number").Abandoned ) == 0 ) ?
 ( ccpulse.group("Total Time").statistic("To Abandon") +
   ccpulse.group("Total Time").statistic("To Distribute Live") +
   ccpulse.group("Total Time").statistic("To Distribute CB") ) :
 ( ccpulse.group("Total Time").statistic("To Abandon") +
   ccpulse.group("Total Time").statistic("To Distribute Live") +
   ccpulse.group("Total Time").statistic("To Distribute CB") ) /
 ( ccpulse.group("Total Distributed").statistic("CB Distributed") +
   ccpulse.group("Total Distributed").statistic("Live Distributed") +
   ccpulse.group("Total Number").Abandoned )
);
```

Busy

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampBusy		CallsReport	Outbound Contact		30 seconds	1

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N_BUSY	This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampBusy in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView	

Call Abandoned Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of inbound calls that were abandoned out of the total number of calls that arrived
CALLING TEMPLATE	
KPI Queue	CCPulse+ calculates this metric from the values of the Total_Abandoned, Total_Distributed, and Total_Cleared CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()
{

var num = 100 * (ccpulse.group("Total Calls").Total_Abandoned);
var den = (ccpulse.group("Total Calls").Total_Abandoned +
ccpulse.group("Total Calls").Total_Distributed +
ccpulse.group("Total Calls").Total_Cleared);

return 0 == den ? num : num / den;
}
```

Call Abandoned Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of inbound calls that were abandoned out of the total number of calls that arrived
CALLING TEMPLATE	
KPI Tenant	CCPulse+ calculates this metric from the values of the Total Abandoned, Total Distributed, and Total Cleared CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()
{
var num = 100 * (ccpulse.group("Total Calls").statistic("Total Abandoned"));
var den = (ccpulse.group("Total Calls").statistic("Total Abandoned") +
ccpulse.group("Total Calls").statistic("Total Distributed") +
ccpulse.group("Total Calls").statistic("Total Cleared"));

return 0 == den ? num : num / den;
}
```

CallBacksCompleted

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampCallbacksCompleted		RecordReport		Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N_CALLBKS_COMPL		Refer to CampCallbacksCompleted in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CallingListView, Campaign-View, CampCallingListView							

CallBacksMissed

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampCallbacksMissed		RecordReport		Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N_CALLBKS_MISSED		Refer to CampCallbacksMissed in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CallingListView, Campaign-View, CampCallingListView							

CallBacksScheduled

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampCallbacksScheduled		RecordReport		Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N_CALLBKS_SCHEDUL		Refer to CampCallbacksScheduled in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CallingListView, Campaign-View, CampCallingListView							

CallsInConsulting

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrNumberConsultStatuses		Performance		Enterprise Routing, Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	N/A	N/A	0	5.1, 6.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberConsultStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
GroupsView							

CallsInDialing

STAT TYPE CurrNumberDialingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberDialingStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsInRinging

STAT TYPE CurrNumberRingingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberRingingStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsOnHold

STAT TYPE CurrNumberHoldStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberHoldStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the CurrNumberWaitingCalls stat type, the only ones counted for this metric are those where the filter expression is TRUE.

Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description. | | | | | |
| CALLING TEMPLATE QueueView | | | | | | | |

CallWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

Cancel

STAT TYPE CampCancel		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CANCEL		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampCancel in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CB Attempts Failed

STAT TYPE VCB_Result		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isNotCBSuccess	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_FAILED		DESCRIPTION The total number of occurrences that callback interactions that were marked as failed by this processing agent. Of all the values returned by the VCB_Result stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VCB_Result in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Callback Operation							

CB AWT

STAT TYPE N/A		STATISTICAL GROUP Average Actual Wait Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average actual wait time for callback voice interactions that left this queue.					
CALLING TEMPLATE Callback Queue		CCPulse+ calculates this metric from the values of the To Distribute CB and CB Distributed CCPulse+ metrics using this formula:					

```
result.Duration = (
( ccpulse.group("Total Distributed").statistic("CB Distributed") == 0 ) ?
   ccpulse.group("Total Time").statistic("To Distribute CB") :
( ccpulse.group("Total Time").statistic("To Distribute CB") /
   ccpulse.group("Total Distributed").statistic("CB Distributed") )
);
```

CB Disposed With EWT

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
CallsExited		Total Number	Voice Callback		10 seconds	1
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
isVCBwithEWT	N/A	N/A	Growing	Default	0	7.0	N/A

Historical Association	Description
VCB_CB_DISPOS_EWT	The total number of callback interactions with EWT attached that were either distributed or abandoned from this queue.
Calling Template	
Callback Queue	Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definitions" section for a complete description.

CB Distributed

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
CallsDistributed		Total Distributed	Voice Callback		10 seconds	1
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
isVCB	N/A	N/A	Growing	Default	0	7.0	N/A

Historical Association	Description
VCB_CB_DISTR	The total number of callback voice interactions that were distributed from this queue.
Calling Template	
Callback Queue	Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definitions" section for a complete description.

CB Entered

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
CallsEntered		Total Entered	Voice Callback		10 seconds	1
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
isVCB	N/A	N/A	Growing	Default	0	7.0	N/A

Historical Association	Description
VCB_CB_ENTER	The total number of callback voice interactions that entered this queue.
Calling Template	
Callback Queue	Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definitions" section for a complete description.

CB EWT[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Estimated Wait Time		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average estimated wait time for the callback voice interactions that left this queue.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the CB Disposed With EWT and CB EWT CCPulse+ metrics using this formula:					
Callback Queue							

```
result.Duration = (
( ccpulse.group("Total Number").statistic("CB Disposed With EWT") == 0 ) ?
  ccpulse.group("Total Time").statistic("CB EWT") :
  ccpulse.group("Total Time").statistic("CB EWT") /
  ccpulse.group("Total Number").statistic("CB Disposed With EWT")
);
```

CB EWT[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
TotalEWT		Total Time		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
isVCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_CB_EWT		The sum of wait times estimated for callback interactions that left this queue.					
CALLING TEMPLATE		Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definitions" section for a complete description.					
Callback Queue							

CB Request Attempts

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallbacksSubmitted		Request Phase		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	7.1
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_REQ_ATTMPT		The total number of attempts to request a callback.					
CALLING TEMPLATE		This metric was originally based on the CB_Request stat type and applied the VCBRequestsAttempts filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksSubmitted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksSubmitted in the "Stat Server Stat Type Definition" section for a complete description.					
Callback Operation							

CB Requested

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Request Phase		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total number of voice interactions that successfully requested a callback of any type.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:					
Callback Operation		`ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")`					

CB Waiting

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrNumberWaitingCalls		Current		Voice Callback		2 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
isVCB	N/A	N/A	N/A	N/A	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The number of callback voice interactions currently in this queue.					
CALLING TEMPLATE		Of all the values returned by the CurrNumberWaitingCalls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CurrNumberWaiting-Calls in the "Stat Server Stat Type Definitions" section for a complete description.					
Callback Queue							

Cleared[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Cleared		Total Calls		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_CLR		The total number of calls that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the "Stat Server Stat Type Defini-tions" section for a complete description.					
CALLING TEMPLATE		Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE.					
Voice Queue							

Cleared[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratios		Voice		N/A	N/A

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of interactions that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the "Stat Server Stat Type Definitions" section for more information.
CALLING TEMPLATE Voice Queue	CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:

```
CalculateValue();

function CalculateValue()
{
  var num = ccpulse.group("Total Calls").Cleared;
  var den = ccpulse.group("Total Calls").Abandoned
    + ccpulse.group("Total Calls").Distributed
    + ccpulse.group("Total Calls").Cleared;
  var res = 0 == den ? num : num / den;
  return 100 * res;
}
```

Coached

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Number_Coached		Total Number		Web Media		10 seconds	1

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	PRECISION	INTRODUCED IN	DISCONTINUED IN
chatSession	N/A	N/A	Growing	Default	0.00	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
CHAT_RCV_CCH	Of all the values returned by the Total_Number_Coached stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE Resource Chat Handling	

Coached Upon Request

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Number_Coaching_By _Request_Initiated		Total Number		Web Media		10 seconds	1

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	PRECISION	INTRODUCED IN	DISCONTINUED IN
chatSession	N/A	N/A	Growing	Default	0.00	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
CHAT_CCH_RQ	Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Request_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE Supervisor Chat Handling	

Coached Via Intrusion

STAT TYPE Total_Number_Coaching_By _Intrusion_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CCH_INTR		DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Intrusion_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Intrusion_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Coaching Requests

STAT TYPE Total_Number_Interactions_I nvited_For_Coaching		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_RQ_CCH		DESCRIPTION Refer to Total_Number_Interactions_Invited_For_Coaching in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Conferenced Via Intrusion

STAT TYPE Total_Number_Of_Joined_To _Conference_By_Intrusion		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_INTR		DESCRIPTION Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Conferences Initiated

STAT TYPE Total_Number_Conferences _Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_INIT		DESCRIPTION The total number of conferences that resources initiated for customer interactions received. Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Conferences Joined

STAT TYPE Total_Number_Conferences_Joined		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_JOIN		DESCRIPTION The total number of conferences that resources joined to participate in customer interactions. Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Consult[1]

STAT TYPE Total_Calls_Consult		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CONSULT		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Consult in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Consult[2]

STAT TYPE TotalNumberConsultCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberConsultCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView							

Consult Made

STAT TYPE Calls_Consult_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD		DESCRIPTION The total number of consult voice interactions in which this agent was the initiating party. Of all the values returned by the Calls_Consult_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Consult Taken

STAT TYPE Calls_Consult_Taken		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK		DESCRIPTION The total number of consult voice interactions in which this agent was the receiving party.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Calls_Consult_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Taken in the "Stat Server Stat Type Definitions" section for a complete description.					

Current

STAT TYPE Current_In_Queue		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The current number of interactions in this queue.					
CALLING TEMPLATE Voice Queue		Of all the values returned by the Current_In_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					

Current Calls Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberWaitingCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current in Queue

STAT TYPE MediaX_Current_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type within this staging area at the moment of measurement. Refer to MediaX_Current_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Current Logged In[1]

STAT TYPE CurrAgentsLoggedInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsLoggedInQueue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Logged In[2]

STAT TYPE CurrAgentsLoggedIn		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsLoggedIn in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Not Ready[1]

STAT TYPE N/A		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of agents who are logged in but are a status other than Ready.					
CALLING TEMPLATE KPI Queue		CCPulse+ calculates this metric from the values of the Current Logged In and Current Ready CCPulse+ metrics using this formula: `(ccpulse.group("Current Agents").statistic("Current Logged In")) - ccpulse.group("Current Agents").statistic("Current Ready")`					

Current Not Ready[2]

STAT TYPE CurrentNotReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentNotReadyAgents in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current not Ready Ratio

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of time agents have spent in the NotReady state. CCPulse+ calculates this metric from the value of the Current Ready Ratio CCPulse+ metric using this formula: `100 - (ccpulse.group("Agent Ratios").statistic("Current Ready Ratio"))`					
CALLING TEMPLATE KPI Queue							

Current Ready[1]

STAT TYPE CurrAgentsReadyInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsReadyInQueue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Ready[2]

STAT TYPE CurrentReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentReadyAgents in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Ready Ratio

STAT TYPE CurrAgentsReadyRatio		STATISTICAL GROUP Agents Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsReadyRatio in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Waiting for Processing

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
MediaX_Current_Waiting_Processing_In_Queue		Media X Queue	Open Media		60 seconds	2

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	0.00	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that have been submitted to the staging area and that are currently awaiting processing. Refer to MediaX_Current_Waiting_Processing_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE	
Media X Queue Template	

CurrMaxWaiting

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrMaxCallWaitingTime		TimeReport	Enterprise Routing, Outbound Contact		30 seconds	1

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
isNotVCB	N/A	N/A	N/A	N/A	hh:mm:ss	5.1, 6.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the CurrMaxCallWaitingTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.
CALLING TEMPLATE	
QueueView	Refer to CurrMaxCallWaitingTime in the "Stat Server Stat Type Definitions" section for a complete description.
	The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.

Deactivated

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampGrDeactivatedDuration		TimeReport	Outbound Contact		30 seconds	10

FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	6.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
T_DEACTIV_DURATION	Refer to CampGrDeactivatedDuration in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE	
CampGroupView	The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.

DialMade

STAT TYPE CampDialMade		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DIAL_MADE		DESCRIPTION Refer to CampDialMade in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

DialMode

STAT TYPE CampGrCurrElapsedTime-ForCurrDialMode		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedTimeForCurrDialMode in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CampGroupView		The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.					

Disposed with EWT

STAT TYPE CallsExited		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER isNotVCBwith-EWT	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_DISP_EWT		DESCRIPTION The total number of live calls, whose callers were informed of an estimated wait time, that were either distributed or abandoned from this queue.					
CALLING TEMPLATE Queue Evaluation		Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definitions" section for a complete description.					

Distribut

STAT TYPE Total_Calls_Distributed		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DISTRIBUTED CALLING TEMPLATE QueueView		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Distributed in the "Stat Server Stat Type Definitions" section for a complete description.					

Distribute

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE Voice Queue		DESCRIPTION The average amount of time to distribute voice interactions from this queue. CCPulse+ calculates this metric from the values of the Time to Distribute and Distributed CCPulse+ metrics using this formula:					

```
result.Duration = CalculateValue();

function CalculateValue()
{
  var num = ccpulse.group("Total Time").statistic("Time to Distribute");
  var den = ccpulse.group("Total Calls").Distributed;
  var res = 0 == den ? num : num / den;
  return res;
}
```

Distributed[1]

STAT TYPE CallsDistributed		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAndNot-VCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_DISTRIB CALLING TEMPLATE Queue Evaluation		DESCRIPTION The total number of voice interactions that were distributed from this queue. Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definitions" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1+, this metric applies the VoiceAndNotVCB filter.					

Distributed[2]

STAT TYPE Total_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_DSTR		DESCRIPTION The total number of calls distributed from this queue regardless of destination.					
CALLING TEMPLATE Voice Queue		Of all the values returned by the Total_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Distributed in the "Stat Server Stat Type Definitions" section for a complete description.					

Distributed[3]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of voice interactions distributed from this queue.					
CALLING TEMPLATE Voice Queue		CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula: ```function CalculateValue()
{
var num = ccpulse.group("Total Calls").Abandoned
+ ccpulse.group("Total Calls").Cleared;
var den = ccpulse.group("Total Calls").Abandoned
+ ccpulse.group("Total Calls").Distributed
+ ccpulse.group("Total Calls").Cleared;
var res = 0 == den ? num : num / den;
res = 100 * (1 - res);
return res;
}```					

DNStatus

STAT TYPE CurrentDNState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:mm:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentDNState in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView		The time-number format changed from 0 to Name(hh:mm:ss) in the 7.0.1 release of this metric.					

DoNotCall

STAT TYPE CampDoNotCall		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DO_NOT_CALL		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampDoNotCall in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Dropped

STAT TYPE CampDropped		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DIAL_DROPPED		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampDropped in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Entered[1]

STAT TYPE Total_Calls_Entered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ENTERED		DESCRIPTION Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Refer to Total_Calls_Entered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE QueueView							

Entered[2]

STAT TYPE General_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this tenant through all entry points. Refer to General_Email_Entered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Entered[3]

STAT TYPE CallsEntered		STATISTICAL GROUP Total Number		SOLUTION Voice Callback	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAndNot-VCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_ENTERED		DESCRIPTION The total number of voice interactions that entered this queue.				
CALLING TEMPLATE Queue Evaluation		Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definitions" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter. | | | | |

Entered[4]

STAT TYPE Chat_Total_Entered		STATISTICAL GROUP Total Number		SOLUTION Web Media	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ENTR		DESCRIPTION Refer to Chat_Total_Entered in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE General Chat Handling						

Entered[5]

STAT TYPE Total_Entered		STATISTICAL GROUP Total Calls		SOLUTION Voice	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ENTR		DESCRIPTION The total number of calls that entered this queue.				
CALLING TEMPLATE Voice Queue		Of all the values returned by the Total_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Entered in the "Stat Server Stat Type Definitions" section for a complete description.				

Entered[6]

STAT TYPE IxnQueue_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this queue.				
CALLING TEMPLATE E-mail Queue		Refer to IxnQueue_Email_Entered in the "Stat Server Stat Type Definitions" section for a complete description.				

EstimTimeToComplete

STAT TYPE CampEstimatedTimeToComplete		STATISTICAL GROUP CampaignState	SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1, 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION Refer to CampEstimatedTimeToComplete in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE CallingListView, CampaignView	Insensitivity changed from 2 to 1 in the 6.5.001 release of this metric in the CampaignView template. Insensitivity remains 2 for the CallingListView template. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.

Note: the FILTER/TIME RANGE and TIME RANGE 1/INTERVAL TYPE/TIME PROFILE/FORMAT columns form a 8-column row; INTRODUCED IN and DISCONTINUED IN complete it.

EstimTimeToDistrib

STAT TYPE EstimTimeToDistribCall		STATISTICAL GROUP TimeReport	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 1	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN 7.0

HISTORICAL ASSOCIATION N/A	DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to EstimTimeToDistribCall in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE QueueView	

EWT[1]

STAT TYPE N/A		STATISTICAL GROUP Average Estimated Wait Time	SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION The average estimated wait time for all voice interactions that left this queue.
CALLING TEMPLATE Callback Queue	CCPulse+ calculates this metric from the values of the CB Disposed With EWT, CB EWT, Live Disposed with EWT, and Live EWT CCPulse+ metrics using this formula:

```
result.Duration = (
((( ccpulse.group("Total Number").statistic("CB Disposed With EWT") +
    ccpulse.group("Total Number").statistic("Live Disposed with EWT")) == 0) ?
( ccpulse.group("Total Time").statistic("Live EWT") +
  ccpulse.group("Total Time").statistic("CB EWT") ) :
( ccpulse.group("Total Time").statistic("Live EWT") +
  ccpulse.group("Total Time").statistic("CB EWT") ) /
( ccpulse.group("Total Number").statistic("CB Disposed With EWT") +
  ccpulse.group("Total Number").statistic("Live Disposed with EWT") )
);
```

EWT[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Averages		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average estimated wait time of calls as communicated to those callers whose interactions were either distributed or abandoned from this queue.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the CB Disposed With EWT, CB EWT, Live Disposed with EWT, and Live EWT CCPulse+ metrics using this formula:					

Queue Evaluation		`result.Duration = (`
		`( ccpulse.group("Total Number").statistic("Disposed with EWT") == 0 ) ?`
		`  ccpulse.group("Total Time").EWT : ccpulse.group("Total Time").EWT /`
		`  ccpulse.group("Total Number").statistic("Disposed with EWT")`
		`);`					

EWT[3]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
TotalEWT		Total Time		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_EV_EWT		The sum of wait times estimated for the voice interactions that were distributed or abandoned from this queue.					
CALLING TEMPLATE		Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definitions" section for a complete description.					
Queue Evaluation		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

ExpectedWaitTime

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
ExpectedWaitTime		TimeReport		Enterprise Routing, Outbound Contact		30 seconds	10
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
isNotVCB	N/A	N/A	Growing	Default	hh:mm:ss	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Of all the values returned by the ExpectedWaitTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ExpectedWaitTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead.					
QueueView							

Failed

STAT TYPE N/A		STATISTICAL GROUP Dial Attempts		SOLUTION Voice Callback		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of callback attempts that failed to be connected.					
CALLING TEMPLATE Callback Operation		CCPulse+ calculates this metric from the values of the Made and Succeeded CCPulse+ metrics using this formula: `( ccpulse.group("Dial Attempts").Made > ccpulse.group("Dial Attempts").Succeeded ) ? ( ccpulse.group("Dial Attempts).Made - ccpulse.group("Dial Attempts").Succeeded ) : 0`					

FaxModem

STAT TYPE CampFaxModem		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_FAXMODEM_DETECT		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampFaxModem in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Forced Off

STAT TYPE Calls_Forced_Off		STATISTICAL GROUP Service Calls		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRCD_OFF		DESCRIPTION The total number of service (inbound and outbound) calls offered to, but not accepted by, this agent. This count includes calls that were automatically forwarded and calls that were abandoned while ringing at the agent's desktop.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the "Stat Server Stat Type Definitions" section for a complete description.					

Forwarded[1]

STAT TYPE General_Email_Forwarded		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_FORWARD		DESCRIPTION The total number of inbound e-mail interactions that were forwarded within this tenant's e-mail system.					
CALLING TEMPLATE General E-mail Handling		Refer to General_Email_Forwarded in the "Stat Server Stat Type Definitions" section for a complete description.					

Forwarded[2]

STAT TYPE Total_Forwarded		STATISTICAL GROUP Distributed Calls	SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRWD		DESCRIPTION The total number of calls that were distributed from this queue to an agent and then forwarded to another destination by means of redirection or forwarding.				
CALLING TEMPLATE Voice Queue		Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the "Stat Server Stat Type Definitions" section for a complete description.				

GroupState

STAT TYPE CurrentGroupState		STATISTICAL GROUP CurrentState	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:mm:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentGroupState in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE GroupsView		The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.				

GroupStatus

STAT TYPE CampCurrentState		STATISTICAL GROUP GroupState	SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:mm:ss)	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampCurrentState in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE CampGroupView		The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.				

Handle[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Chat_Total_Handle_Time		Total Time		Web Media		10 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	hh:mm:ss	7.0	N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL_T **CALLING TEMPLATE** General Chat Handling		**DESCRIPTION** The total amount of time that any agent within this tenant spent handling chat interactions at his/her desktop. Refer to Chat_Total_Handle_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Handle[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Time		Web Media		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION N/A **CALLING TEMPLATE** General Chat Handling		**DESCRIPTION** The average amount of time that any resource within this tenant spent handling chat interactions at his desktop. CCPulse+ calculates this metric from the values of the Handle and Handled CCPulse+ metrics using this formula:					

```
result.Duration = CalculateDuration();

function CalculateDuration() {
  return ccpulse.group("Total Time").Handle /
  ( (ccpulse.group("Total Number").Handled == 0) ? 1
    : ccpulse.group("Total Number").Handled
  );
}
```

Handled[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Chat_Total_Inbound_Handled		Total Number		Web Media		10 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0.00	7.0	N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL **CALLING TEMPLATE** General Chat Handling		**DESCRIPTION** The total number of inbound chat interactions that were handled by this tenant's resources within a specified period. Refer to Chat_Total_Inbound_Handled in the "Stat Server Stat Type Definitions" section for a complete description.					

Handled[2]

STAT TYPE Chat_Current_Handled		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION					
CALLING TEMPLATE General Chat Handling		The total number of chat interactions within this tenant's chat system that are at an agent's desktop at the moment of measurement. Refer to Chat_Current_Handled in the "Stat Server Stat Type Definitions" section for a complete description.					

HitRatio

STAT TYPE N/A		STATISTICAL GROUP CampaignState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView		Prior to the 7.0.1 release, this metric was based on the CampHitRatio stat type. In 7.0.1, CCPulse+ calculates this metric from the values of the DialMade and Answers CCPulse+ metrics using this formula:					

```
result.Float = ( 0 == ccpulse.CallsReport.DialMade ? 0 :
( ( ccpulse.CallsReport.Answers > ccpulse.CallsReport.DialMade ) ? 100 :
( ( ccpulse.CallsReport.Answers * 100) / ccpulse.CallsReport.DialMade ) ) );
```

Hold

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION					
CALLING TEMPLATE Resource Voice Handling		The average amount of time that this agent held service (inbound and outbound) calls. CCPulse+ calculates this metric from the values of the Hold Inbound, Hold Outbound, Inbound Hold, and Outbound Hold CCPulse+ metrics using this formula:					

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
    var num = ccpulse.group("Service Call Total Times").statistic("Hold
        Inbound")
    + ccpulse.group("Service Call Total Times").statistic("Hold Outbound");
    var den = ccpulse.group("Service Calls").statistic("Inbound Hold")
    + ccpulse.group("Service Calls").statistic("Outbound Hold");
    return 0 == den ? num : num / den;
}
```

Hold Inbound

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB_T		DESCRIPTION The total amount of time this agent held inbound calls.						
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.						

Hold Outbound

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_OUT_T		DESCRIPTION The total amount of time this agent held outbound calls.						
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.						

Hold Time Inbound[1]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice			NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:mm:ss		INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.						
CALLING TEMPLATE KPI Agent								

Hold Time Inbound[2]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice			NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:mm:ss		INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.						
CALLING TEMPLATE KPI Tenant								

Hold Time Outbound[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Hold_Time_Outbound		Agent Times		Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	hh:mm:ss	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Hold_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Hold Time Outbound[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Hold_Time_Outbound		Agent Times		Voice		60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Collector-Default	hh:mm:ss	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Hold_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

Hold Time Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Call Handling		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The percentage of time that this agent held service (inbound and outbound) calls.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:					
KPI Agent							

```
result.Long = CalculateDuration();

function CalculateDuration()
{
var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") +
ccpulse.group("Agent Times").statistic("Hold Time Outbound"));

var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") +
ccpulse.group("Agent Times").statistic("Talk Time Outbound"));

return 0 == den ? num : num / den;
}
```

Hold Time Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Call Handling		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of time that the agents belonging to this Tenant held service (inbound and outbound) calls.
CALLING TEMPLATE	CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:
KPI Tenant	

```
result.Long = CalculateDuration();

function CalculateDuration()
{
var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") +
ccpulse.group("Agent Times").statistic("Hold Time Outbound"));

var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") +
ccpulse.group("Agent Times").statistic("Talk Time Outbound"));

return 0 == den ? num : num / den;
}
```

In Processing[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
IxnQueue_Email_In_Processing		Current		E-mail		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	0	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The total number of e-mail interactions in this queue at the moment of measurement that are being processed.
CALLING TEMPLATE	Refer to IxnQueue_Email_In_Processing in the "Stat Server Stat Type Definitions" section for a complete description.
E-mail Queue	

In Processing[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_In_Processing		Current		E-mail		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	0	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The total number of e-mail interactions in all queues within this tenant that have both been submitted and are in processing at the moment of measurement.
CALLING TEMPLATE	Refer to General_Email_In_Processing in the "Stat Server Stat Type Definitions" section for a complete description.
General E-mail Handling	

In Processing[3]

STAT TYPE Current_Interactions_In_Processing		STATISTICAL GROUP Current	SOLUTION E-mail, Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA chatSession*	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0, 0.00*	INTRODUCED IN 7.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION **Resource E-mail Handling template:** The total number of e-mail interactions at this agent's desktop at the moment of measurement.
CALLING TEMPLATE Resource E-mail Handling, Resource Chat Handling	**Resource Chat Handling template:** The total number of chat interactions at this agent's desktop at the moment of measurement
	Of all the values returned by the Current_Interaction_In_Processing stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_Interactions_In_Processing in the "Stat Server Stat Type Definitions" section for a complete description.
	Note: The EMAIL_MEDIA filter used with this metric applies when from the Resource E-mail Handling template; the corresponding time-number format is 0 decimal points. In the Resource Chat Handling template, this metric uses the chatSession filter and a time-number format of 2 decimal points.

In Queue

STAT TYPE IxnQueue_Email_In_Queue		STATISTICAL GROUP Current	SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION The total number of e-mail interactions in this queue at the moment of measurement.
CALLING TEMPLATE E-mail Queue	Refer to IxnQueue_Email_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.

Inbound[1]

STAT TYPE Total_Calls_Inbound		STATISTICAL GROUP CallsReport	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N_INBOUND	DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE AgentView, GroupsView, PlaceView	

Inbound[2]

STAT TYPE TotalNumberInboundCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInboundCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView							

Inbound[3]

STAT TYPE Total_Inbound_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_INB		DESCRIPTION The total number of inbound chat interactions handled by this agent. Refer to Total_Inbound_Handled in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Inbound[4]

STAT TYPE Calls_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INB		DESCRIPTION The total number of inbound calls processed by this agent. Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Hold

STAT TYPE Calls_Held_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB		DESCRIPTION The total number inbound calls placed on hold by this agent. Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INB_TERM		DESCRIPTION The total number of inbound e-mail interactions that were terminated by this agent.					
CALLING TEMPLATE Resource E-mail Handling		Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the "Stat Server Stat Type Definitions" section for a complete description.					

Inbound Transferred

STAT TYPE Inbound_Transfers_Made		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INB_TRANS		DESCRIPTION The total number of inbound e-mail interactions transferred by this agent.					
CALLING TEMPLATE Resource E-mail Handling		Of all the values returned by the Inbound_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					

InboundCalls

STAT TYPE CurrNumberInboundStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInboundStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

Internal[1]

STAT TYPE Total_Calls_Internal		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_INTERNAL		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Internal in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Internal[2]

STAT TYPE TotalNumberInternalCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInternalCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE DNView							

Internal[3]

STAT TYPE General_Email_Internal		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_INTERNAL		DESCRIPTION The total number of internal e-mail interactions created by this tenant's resources. Refer to General_Email_Internal in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Internal Initiated

STAT TYPE Internal_Interactions_Initiated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_INT_INI		DESCRIPTION The total number of internal e-mail interactions originated by this agent. Of all the values returned by the Internal_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Interactions_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

Internal Made[1]

STAT TYPE Calls_Internal_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD		DESCRIPTION The total number of internal calls in which this agent was the initiating party. Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Internal Taken

STAT TYPE Calls_Internal_Taken		STATISTICAL GROUP Auxiliary Calls	SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_TK		DESCRIPTION				
CALLING TEMPLATE Resource Voice Handling		The total number of internal calls in which this agent was not the initiating party. Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the "Stat Server Stat Type Definitions" section for a complete description.				

InternalCalls

STAT TYPE CurrNumberInternalStatuses		STATISTICAL GROUP Performance	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION				
CALLING TEMPLATE GroupsView		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInternalStatuses in the "Stat Server Stat Type Definitions" section for a complete description.				

Last Hour (CB Requested)

STAT TYPE CallbacksAccepted		STATISTICAL GROUP Request Phase	SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Sliding	TIME PROFILE One-HourSlide	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION				
CALLING TEMPLATE Callback Operation		The total number of voice or web-based interactions that successfully requested a call-back within the last hour. This metric was originally based on the CallsExited stat type and applied the VCBSubmit filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the Callback-sAccepted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to "CallbacksAccepted" in the "Stat Server Stat Type Definition" section for a complete description.				

Live AWT

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Actual Wait Time		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average actual wait time for live calls that left this queue.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the To Abandon, To Distribute Live, Live Distributed, and Abandoned CCPulse+ metrics using this formula:					
Callback Queue							

```
result.Duration = (
(( ccpulse.group("Total Number").Abandoned +
   ccpulse.group("Total Distributed").statistic("Live Distributed")) == 0 ) ?
 ( ccpulse.group("Total Time").statistic("To Abandon") +
   ccpulse.group("Total Time").statistic("To Distribute Live")) :
(( ccpulse.group("Total Time").statistic("To Abandon") +
   ccpulse.group("Total Time").statistic("To Distribute Live")) /
 ( ccpulse.group("Total Number").Abandoned +
   ccpulse.group("Total Distributed").statistic("Live Distributed")))
);
```

Live Disposed with EWT

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsExited		Total Number		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
isNotVCBwith-EWT	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_LIVE_DISP_EWT		The total number of live interactions, whose callers were informed of an estimated wait time, that were either distributed or abandoned from this queue.					
CALLING TEMPLATE		Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definitions" section for a complete description.					
Callback Queue							

Live Distributed

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsDistributed		Total Distributed		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_LIVE_DISTR		The total number of live calls that were distributed from this queue.					
CALLING TEMPLATE		Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definitions" section for a complete description.					
Callback Queue		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Live Entered

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsEntered		Total Entered	Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VCB_LIVE_ENTER		The total number of live calls that entered this queue.				
CALLING TEMPLATE		Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definitions" section for a complete description.				
Callback Queue		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.				

Live EWT[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Average Estimated Wait Time	Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
N/A		The average estimated wait time for live calls that left this queue.				
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Live Disposed with EWT and Live EWT CCPulse+ metrics using this formula:				
Callback Queue						

```
result.Duration = (
( ccpulse.group("Total Number").statistic("Live Disposed with EWT") == 0) ?
  ccpulse.group("Total Time").statistic("Live EWT") :
  ccpulse.group("Total Time").statistic("Live EWT") /
  ccpulse.group("Total Number").statistic("Live Disposed with EWT")
);
```

Live EWT[2]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
TotalEWT		Total Time	Voice Callback		10 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION				
VCB_LIVE_EWT		The sum of wait times estimated for live interactions that left this queue.				
CALLING TEMPLATE		Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definitions" section for a complete description.				
Callback Queue		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.				

Live Waiting

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Current		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The number of live voice interactions currently in this queue.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the All Waiting and CB Waiting CCPulse+ metrics using this formula:					
Callback Queue		`( ccpulse.Current.statistic("All Waiting") < ccpulse.Current.statistic("CB Waiting") ) ? 0 : ccpulse.Current.statistic("All Waiting") - ccpulse.Current.statistic("CB Waiting")`					

Logged In

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrAgentsLoggedIn		Current Agents		Voice		2 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	N/A	N/A	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to CurrAgentsLoggedIn in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Made

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallbacksDialed		Dial Attempts		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_ATT_MADE		The total number of callback attempts.					
CALLING TEMPLATE		This metric was originally based on the CallsExited stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksDialed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksDialed in the "Stat Server Stat Type Definition" section for a complete description.					
Callback Operation							

Maximum

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Maximum_Calls		Queue Load		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_MAX		The highest number of calls waiting simultaneously in this queue during a given interval.					
CALLING TEMPLATE		Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the "Stat Server Stat Type Definitions" section for a complete description.					
Voice Queue							

Maximum Interactions[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
IxnQueue_Email_Maximum		Other	E-mail			10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
EMAIL_Q_MAX_INT		The highest number of e-mail interactions in this queue during the reported time period.					
CALLING TEMPLATE		Refer to IxnQueue_Email_Maximum in the "Stat Server Stat Type Definitions" section for a complete description.					
E-mail Queue							

Maximum Interactions[2]

STAT TYPE		STATISTICAL GROUP	SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Maximum		Max/Min	E-mail			10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
EMAIL_GEN_MAX_INT		The highest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period.					
CALLING TEMPLATE		Refer to General_Email_Maximum in the "Stat Server Stat Type Definitions" section for a complete description.					
General E-mail Handling							

Maximum number of Interactions

STAT TYPE		STATISTICAL GROUP	SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
MediaX_Maximum_Interactions_In_Queue		Media X Queue	Open Media			60 seconds	2
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Introduced in release 7.2 for Open Media, this metric represents the maximum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Maximum_Interactions_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Media X Queue Template							

Minimum

STAT TYPE		STATISTICAL GROUP	SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
Minimum_Calls		Queue Load	Voice			10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_MIN		The lowest number of calls waiting simultaneously in this queue during a given interval.					
CALLING TEMPLATE		Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the "Stat Server Stat Type Definitions" section for a complete description.					
Voice Queue							

Minimum Interactions[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
IxnQueue_Email_Minimum		Other	E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
EMAIL_Q_MIN_INT		The lowest number of e-mail interactions in this queue during the reported time period.					
CALLING TEMPLATE		Refer to IxnQueue_Email_Minimum in the Stat Server Stat Type Definitions" section for a complete description.					
E-mail Queue							

Minimum Interactions[2]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Minimum		Max/Min	E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
EMAIL_GEN_MIN_INT		The lowest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period.					
CALLING TEMPLATE		Refer to General_Email_Minimum in the "Stat Server Stat Type Definitions" section for a complete description.					
General E-mail Handling							

Minimum number of Interactions

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
MediaX_Minimum_Interactions_In_Queue		Media X Queue	Open Media		60 seconds	2
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Introduced in release 7.2 for Open Media, this metric represents the minimum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Minimum_Interactions_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Media X Queue Template							

Monitored[1]

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Number_Being_Monitored		Total Number	Web Media		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**PRECISION**	**INTRODUCED IN**	**DISCONTINUED IN**
chatSession	N/A	N/A	Growing	Default	0.00	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
CHAT_MNTR		Of all the values returned by the Total_Number_Being_Monitored stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Being_Monitored in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Resource Chat Handling							

Monitored[2]

STAT TYPE Total_Number_Of_Monitoring_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_MNTR_INIT		DESCRIPTION Of all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Monitoring_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Moved out

STAT TYPE IxnQueue_Email_Moved		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MOVED_OUT		DESCRIPTION The total number of e-mail interactions that were moved from this queue to any other queue. Refer to IxnQueue_Email_Moved in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE E-mail Queue							

NoAnswer

STAT TYPE CampNoAnswer		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_NO_ANSWER		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampNoAnswer in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

NoRPC

STAT TYPE CampNoRPC		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_NO_RPC		DESCRIPTION This statistic falls under the CallReport statistical category in the CallingListView and CampCallingListView templates and the CallsReport statistical category in the Campaign-View template. Refer to CampNoRPC in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Not Ready

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrentNotReadyAgents		Current Agents		Voice		2 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	N/A	N/A	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to CurrentNotReadyAgents in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Not Ready Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The percentage of time that this agent has spent in the NotReady state.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula:					
KPI Agent		`100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))`					

Not Ready Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Agent Ratios		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The percentage of time that agents belonging to this Tenant have spent in the NotReady state.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula:					
KPI Tenant		`100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))`					

Not Rescheduled CB

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsEntered		Callback Phase		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VCBNotRe-scheduled	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_NOT_RESCHED		The total number of callback interactions that are not rescheduled.					
CALLING TEMPLATE		Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definitions" section for a complete description.					
Callback Operation							

NotReadyForACall

STAT TYPE CurrNumberNotReadySta-tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber-NotReadyStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

Not-submitted

STAT TYPE General_Email_Not_Submitted		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of e-mail interactions that have not been submitted within this tenant's e-mail system. Refer to General_Email_Not_Submitted in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Number of Interactions in process

STAT TYPE Current_Interactions_In_Processing		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the current number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Current_Interactions_In_Processing in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Number of interactions in Process

STAT TYPE MediaX_Current_In_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of inter-actions of the media X type that have been submitted to this staging area and that are cur-rently in processing. Refer to MediaX_Current_In_Processing_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Number of interactions that have stopped processing

STAT TYPE		STATISTICAL GROUP		SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
MediaX_Stopped_Processing_In_Queue		Media X Queue		Open Media			60 seconds	2
FILTER N/A	**TIME RANGE** N/A	**TIME RANGE 1** N/A	**INTERVAL TYPE** Growing	**TIME PROFILE** Default		**FORMAT** 0.00	**INTRODUCED IN** 7.2	**DISCONTINUED IN** N/A
HISTORICAL ASSOCIATION N/A		**DESCRIPTION** Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type stopped processing during a specific time period. Refer to MediaX_Stopped_Processing_In_Queue in the "Stat Server Stat Type Definitions" section for a complete description.						
CALLING TEMPLATE Media X Queue Template								

Offered[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
Interactions_Offered		Total		E-mail			10 seconds	1
FILTER EMAIL_MEDIA	**TIME RANGE** N/A	**TIME RANGE 1** N/A	**INTERVAL TYPE** Growing	**TIME PROFILE** Default		**FORMAT** 0	**INTRODUCED IN** 7.0	**DISCONTINUED IN** N/A
HISTORICAL ASSOCIATION EMAIL_OFFERED		**DESCRIPTION** The total number of e-mail interactions that were offered for processing to this agent. Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the "Stat Server Stat Type Definitions" section for a complete description.						
CALLING TEMPLATE Resource E-mail Handling								

Online Time Saved

STAT TYPE		STATISTICAL GROUP		SOLUTION			NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Total Time		Voice Callback			N/A	N/A
FILTER N/A	**TIME RANGE** N/A	**TIME RANGE 1** N/A	**INTERVAL TYPE** N/A	**TIME PROFILE** N/A		**FORMAT** N/A	**INTRODUCED IN** 7.0	**DISCONTINUED IN** N/A
HISTORICAL ASSOCIATION N/A		**DESCRIPTION** The total time that callback interactions would have waited in this queue if they had not requested callback. CCPulse+ calculates this metric from the values of the CB Distributed, Live Distributed, To Distribute CB, and To Distribute Live CCPulse+ metrics using this formula:						
CALLING TEMPLATE Callback Queue								

```
result.Duration = (
( ( ccpulse.group("Total Distributed").statistic("CB Distributed") +
  ccpulse.group("Total Distributed").statistic("Live Distributed") ) ==0 )
    ? 0 :
  ccpulse.group("Total Distributed").statistic("CB Distributed") *
  ( ccpulse.group("Total Time").statistic("To Distribute Live") +
    ccpulse.group("Total Time").statistic("To Distribute CB") ) /
  ( ccpulse.group("Total Distributed").statistic("CB Distributed") +
    ccpulse.group("Total Distributed").statistic("Live Distributed") )
);
```

Out of SL

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Total Number		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total number of voice interactions that were not distributed or abandoned from this queue within a specified time range.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Abandoned, Distributed, and Within SL CCPulse+ metrics using this formula:					
| Queue Evaluation | | ```
( ( ccpulse.group("Total Number").Distributed +
    ccpulse.group("Total Number").Abandoned -
    ccpulse.group("Total Number").statistic("Within SL") ) < 0 ) ? 0 :
ccpulse.group("Total Number").Distributed +
ccpulse.group("Total Number").Abandoned -
ccpulse.group("Total Number").statistic("Within SL")
``` | | | | | |

Out of SL %

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratio		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total number of voice interactions that were not distributed or abandoned from this queue within a specified time range.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Abandoned, Distributed, and Within SL CCPulse+ metrics using this formula:					
| Queue Evaluation | | ```
(( ccpulse.group("Total Number").Distributed +
ccpulse.group("Total Number").Abandoned ) == 0 ) ? 0 :
( ccpulse.group("Total Number").statistic("Within SL") >
( ccpulse.group("Total Number").Distributed +
ccpulse.group("Total Number").Abandoned )) ? 0 :
100 * ( 1 - ( ccpulse.group("Total Number").statistic("Within SL") /
( ccpulse.group("Total Number").Distributed +
ccpulse.group("Total Number").Abandoned )))
``` | | | | | |

Outbound[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Calls_Outbound		CallsReport		Enterprise Routing, Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	5.1, 6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_OUTBOUND		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
AgentView, GroupsView, PlaceView							

Outbound[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
TotalNumberOutboundCalls		CallsReport		Enterprise Routing, Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	5.1, 6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberOutboundCalls in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
DNView							

Outbound[3]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Outbound		Total		E-mail		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
EMAIL_GEN_OUTBOUND		The total number of outbound e-mail interactions sent by this tenant's resources. Refer to General_Email_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
General E-mail Handling							

Outbound[4]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Calls_Outbound		Service Calls		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_OUT		The total number of outbound voice interactions processed by this agent. Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Resource Voice Handling							

Outbound Hold

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Calls_Held_Outbound		Service Calls		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_HLD_OUT		The total number of times this agent held outbound calls. Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Resource Voice Handling							

Outbound Initiated

STAT TYPE Outbound_Interactions_Initiated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_OUT_INI		DESCRIPTION The total number of outbound e-mail interactions originated by this agent.					
CALLING TEMPLATE Resource E-mail Handling		Of all the values returned by the Outbound_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Outbound_Interactions_Initiated in the "Stat Server Stat Type Definitions" section for a complete description.					

OutboundCalls

STAT TYPE CurrNumberOutboundStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in					
CALLING TEMPLATE GroupsView		release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumberOutboundStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					

PerCallBacksCompleted

STAT TYPE CampPersonalCallbacksCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_COMPL		DESCRIPTION Refer to CampPersonalCallbacksCompleted in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, CampaignView, CampCallingListView							

PerCallBacksMissed

STAT TYPE CampPersonalCallbacksMissed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_MISS		DESCRIPTION Refer to CampPersonalCallbacksMissed in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CallingListView, CampaignView, CampCallingListView							

PerCallBacksScheduled

STAT TYPE CampPersonalCallbacksScheduled		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0

HISTORICAL ASSOCIATION N_PER_CALLBK_SCHED	DESCRIPTION Refer to CampPersonalCallbacksScheduled in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE CallingListView, CampaignView, CampCallingListView	

(Note: DISCONTINUED IN N/A)

PlaceStatus

STAT TYPE CurrentPlaceState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:mm:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N/A	DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentPlaceState in the "Stat Server Stat Type Definitions" section for a complete description.
CALLING TEMPLATE PlaceView	The time-number format changed from 0 to 2 for ERS and NRS in the 6.5.001 release of this metric. The time-number format for remained at 0 for the 6.5.001 release of this metric for OCS. The time-number format again changed from either 0 or 2 to Name (hh:mm:ss) in the 7.0.1 release of this metric.

Processed

STAT TYPE Interactions_Processed		STATISTICAL GROUP Total		SOLUTION E-mail	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0

(Note: DISCONTINUED IN N/A)

HISTORICAL ASSOCIATION EMAIL_PROCESSED	DESCRIPTION The total number of e-mail interactions handled by this agent at his desktop.
CALLING TEMPLATE Resource E-mail Handling	Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the "Stat Server Stat Type Definitions" section for a complete description.

Processing

STAT TYPE Total_Processing_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_PRC_T		DESCRIPTION The total amount of time that inbound chat interactions spent at this agent's desktop.					
CALLING TEMPLATE Resource Chat Handling		Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Processing time[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average amount of time that chat interactions spent at this agent's desktop.					
CALLING TEMPLATE Resource Chat Handling		CCPulse+ calculates this metric from the values of the Processing and Inbound CCPulse+ metric using this formula:					

```
result.Duration = CalculateDuration();

function CalculateDuration() {
  return ccpulse.group("Total Time").Processing /
  ( ( ccpulse.group("Total Number").Inbound == 0 ) ? 1
    : ccpulse.group("Total Number").Inbound
  );
}
```

Processing Time[2]

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PROC_TIME		DESCRIPTION The total amount of time that e-mail interactions spent at this agent's desktop.					
CALLING TEMPLATE Resource E-mail Handling		Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Pulled

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Interactions_Pulled		Total		E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
EMAIL_MEDIA	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
EMAIL_PULLED		The total number of e-mail interactions that this agent pulled from any queue.					
CALLING TEMPLATE		Of all the values returned by the Interactions_Pulled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Pulled in the "Stat Server Stat Type Definitions" section for a complete description.					
Resource E-mail Handling							

Ready

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CurrentReadyAgents		Current Agents		Voice		2 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	N/A	N/A	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to CurrentReadyAgents in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Ready Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
NotReadyAgentsRatio		Agent Ratios		Voice		60 seconds	2
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Collector-Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to NotReadyAgentsRatio in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Ready Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
NotReadyAgentsRatio		Agent Ratios		Voice		60 seconds	2
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Collector-Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to NotReadyAgentsRatio in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

RecordsCanceled

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampCancel		RecordReport		Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	6.0	6.5.001
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to CampCancel in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CampaignView							

RecordsCompleted

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampRecordsCompleted		RecordReport		Outbound Contact		30 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N_RECORDS_COMPLETE		Refer to CampRecordsCompleted in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
CallingListView, Campaign-View, CampCallingListView							

Redirected

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Redirected		Total		E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
EMAIL_GEN_REDIRECT		The total number of inbound e-mail interactions that were re-directed within this tenant's e-mail system.					
CALLING TEMPLATE							
General E-mail Handling		Refer to General_Email_Redirected in the "Stat Server Stat Type Definitions" section for a complete description.					

Rejected

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Interactions_Rejected		Total		E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
EMAIL_MEDIA	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
EMAIL_REJECTED		The total number of e-mail interactions that were offered for processing to this agent and were rejected.					
CALLING TEMPLATE							
Resource E-mail Handling		Refer to Interactions_Rejected in the "Stat Server Stat Type Definitions" section for a complete description.					

Rescheduled CB

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsEntered		Callback Phase	Voice Callback		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VCBResched-uled	N/A	N/A	Growing	Default	0	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
VCB_CB_RESCHED	The total number of callback interactions that were rescheduled.
CALLING TEMPLATE	Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definitions" section for a complete description.
Callback Operation	

Rescheduled CB %

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratio	Voice Callback		N/A	N/A
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of callback interactions that were rescheduled relative to all callback interactions.
CALLING TEMPLATE	CCPulse+ calculates this metric from the values of the Not Rescheduled CB and Rescheduled CB CCPulse+ metrics using this formula:
Callback Operation	

```
(( ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") +
ccpulse.group("Callback Phase").statistic("Rescheduled CB") ) == 0 ) ? 0 :
ccpulse.group("Callback Phase").statistic("Rescheduled CB") >
( ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") +
ccpulse.group("Callback Phase").statistic("Rescheduled CB") )) ? 100 : 100 *
ccpulse.group("Callback Phase").statistic("Rescheduled CB") /
( ccpulse.group("Callback Phase").statistic("Not Rescheduled CB") +
ccpulse.group("Callback Phase").statistic("Rescheduled CB") )
```

Responded

STAT TYPE		STATISTICAL GROUP	SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
General_Email_Responded		Total	E-mail		10 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
N/A	N/A	N/A	Growing	Default	0	7.0	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
EMAIL_GEN_RESPOND	The total number of inbound e-mail interactions that were responded to within this tenant's e-mail system.
CALLING TEMPLATE	Refer to General_Email_Responded in the "Stat Server Stat Type Definitions" section for a complete description.
General E-mail Handling	

Response Time[1]

STAT TYPE General_Email_Response_Time		STATISTICAL GROUP Total		SOLUTION E-mail			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_RESPTIME CALLING TEMPLATE General E-mail Handling		DESCRIPTION The total amount of time that this tenant's resources spent responding to inbound e-mail interactions. Refer to General_Email_Response_Time in the "Stat Server Stat Type Definitions" section for a complete description.						

Response Time[2]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail			NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A		INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE General E-mail Handling		DESCRIPTION The average amount of time between the moment an inbound e-mail interaction entered this tenant and when the first meaningful response was sent. CCPulse+ calculates this metric from the values of the Responded and Response Time CCPulse+ metrics using this formula:						

```
result.duration=CalculateDuration();

function CalculateDuration() {
  var num=ccpulse.Total.Responded ;
  var tim=ccpulse.Total.statistic("Response Time") ;
  return (0 == num) ? tim  : tim/num ;
}
```

Running

STAT TYPE CampGrRunningDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact			NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_RUNNING_DURATION CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrRunningDuration in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.						

Scheduled CB %

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Ratio		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The percentage of scheduled callback interactions relative to all callback interactions.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the ASAP CB Requested and Scheduled CB Requested CCPulse+ metrics using this formula:					
Callback Operation		`((ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested")) == 0) ? 0 : ccpulse.group("Request Phase").statistic("Scheduled CB Requested") > (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested"))) ? 100 : 100 * ccpulse.group("Request Phase").statistic("Scheduled CB Requested") / (ccpulse.group("Request Phase").statistic("ASAP CB Requested") + ccpulse.group("Request Phase").statistic("Scheduled CB Requested"))`					

Scheduled CB Requested

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallbacksAcceptedScheduled		Request Phase		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_SCHED_CB		The total number of voice or web-based interactions that successfully requested a scheduled callback.					
CALLING TEMPLATE		This metric was originally based on the CallsEntered stat type and applied the					
Callback Operation		VCB_Scheduled_CB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksAcceptedScheduled stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedScheduled in the "Stat Server Stat Type Definition" section for a complete description.					

Sent To Queue

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Sent_To_Queue		Distributed Calls		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_SENT_Q		The total number of calls that were distributed from this queue to another (or the same) queue.					
CALLING TEMPLATE		Of all the values returned by the Total_Sent_To_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
Voice Queue							

ServiceFactor

STAT TYPE ServiceFactor1		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE See Descrip	TIME RANGE 1 See Descrip	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION SERVICE_FACTOR CALLING TEMPLATE QueueView	DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the ServiceFactor1 stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time ranges.

Refer to ServiceFactor1 in the "Stat Server Stat Type Definitions" section for a complete description.

Prior to release 6.5, the calling CCPulse+ template specified one time range for this metric: Range0-10 defined as 00-10 seconds. In 6.5 and forward releases, this template specifies two Service Factor time ranges:

Time Range: ServiceFactorAnsweredThreshold=0-10 (seconds)
Time Range 1: ServiceFactorAbandonedThreshold=0-5 (seconds)

The time-number format changed from 2 to 0.00 in the 7.0.1 release of this metric.

SITDetected

STAT TYPE CampSITDetected		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N_SIT_DETECTED CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView	DESCRIPTION Refer to CampSITDetected in the "Stat Server Stat Type Definitions" section for a complete description.

In the CallingListView and CampCallingListView templates, the statistical group was changed from CallReport to CallsReport for the 7.0.1 release of this metric.

SITNoCircuit

STAT TYPE CampSITNoCircuit		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact	NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A

HISTORICAL ASSOCIATION N_SIT_NO_CIRCUIT CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView	DESCRIPTION Refer to CampSITNoCircuit in the "Stat Server Stat Type Definitions" section for a complete description.

In the CallingListView and CampCallingListView templates, the statistical group was changed from CallReport to CallsReport for the 7.0.1 release of this metric.

SITOperIntercept

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampSITOperIntercept		CallsReport		Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_SIT_OPER_INTER		Refer to CampSITOperIntercept in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		In the CallingListView and CampCallingListView templates, the statistical group was changed from `CallReport` to `CallsReport` for the 7.0.1 release of this metric.					
CallingListView, Campaign-View, CampCallingListView							

SITReorder

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampSITReorder		CallsReport		Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_SIT_REORDER		Refer to CampSITReorder in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		In the CallingListView and CampCallingListView templates, the statistical group was changed from `CallReport` to `CallsReport` for the 7.0.1 release of this metric.					
CallingListView, Campaign-View, CampCallingListView							

SITUnknown

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampSITUnknown		CallsReport		Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_SIT_UNKNOWN		Refer to CampSITUnknown in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		In the CallingListView and CampCallingListView templates, the statistical group was changed from `CallReport` to `CallsReport` for the 7.0.1 release of this metric.					
CallingListView, Campaign-View, CampCallingListView							

SITVacant

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampSITVacant		CallsReport		Outbound Contact		30 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	Growing	Default	0	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N_SIT_VACANT		Refer to CampSITVacant in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		In the CallingListView and CampCallingListView templates, the statistical group was changed from `CallReport` to `CallsReport` for the 7.0.1 release of this metric.					
CallingListView, Campaign-View, CampCallingListView							

Stopped Processing

STAT TYPE IxnQueue_Email_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_STOPPED CALLING TEMPLATE E-mail Queue		DESCRIPTION The total number of e-mail interactions for which processing has stopped while in this queue. Refer to IxnQueue_Email_Stopped in the "Stat Server Stat Type Definitions" section for a complete description.					

Succeeded

STAT TYPE CallbacksProcessed		STATISTICAL GROUP Dial Attempts		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_ATT_SUCCES CALLING TEMPLATE Callback Operation		DESCRIPTION The total number of callback attempts that were successfully connected between the original caller and this agent. This metric was originally based on the CallsReceived stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksProcessed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksProcessed in the "Stat Server Stat Type Definitions" section for a complete description.					

Successful CB

STAT TYPE "CallbacksAnswered"		STATISTICAL GROUP Callback Phase		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_CB_SUCCES CALLING TEMPLATE Callback Operation		DESCRIPTION The total number of callback interactions that were marked successful by this receiving agent. This metric was originally based on the "VCB_Result" stat type and applied the isCBSuccess filter. In 7.1[+], this metric uses the CallbacksAnswered stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to "CallbacksAnswered" in the "Stat Server Stat Type Definitions" section for a complete description.					

SystemError[1]

STAT TYPE CampGrCurrElapsedSyste-mErrorTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampGrCurrElapsedSystemErrorTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CampGroupView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

SystemError[2]

STAT TYPE CampGrSystemErrorDura-tion		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_SYSERROR_DURATIN		DESCRIPTION Refer to CampGrSystemErrorDuration in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE CampGroupView		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

Talk

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average amount of time spent by this agent handling service (inbound and outbound) calls.					
CALLING TEMPLATE Resource Voice Handling		CCPulse+ calculates this metric from the values of the Inbound, Outbound, Talk Inbound, and Talk Outbound CCPulse+ metrics using this formula:					

```
result.Duration = CalculateDuration();

function CalculateDuration()
{
    var den = ccpulse.group("Service Calls").Inbound
    + ccpulse.group("Service Calls").Outbound;
    var num = ccpulse.group("Service Call Total Times").statistic("Talk
        Inbound")
    + ccpulse.group("Service Call Total Times").statistic("Talk Outbound");
    return 0 == den ? num : num / den;
}
```

Talk Consult Made

STAT TYPE Consult_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD_T		DESCRIPTION The total amount of time this agent spent on consult voice interactions that he either initiated or accepted.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the "Stat Server Stat Type Definitions" section for a complete description.					

Talk Consult Taken

STAT TYPE Consult_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK_T		DESCRIPTION The total amount of time this agent spent handling consult interactions that he accepted.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the "Stat Server Stat Type Definitions" section for a complete description.					

Talk Inbound

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_INB_T		DESCRIPTION The total amount of time that this agent spent handling inbound calls.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					

Talk Internal Made

STAT TYPE Internal_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing		TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD_T		DESCRIPTION The total amount of time this agent spent handling internal calls that he initiated.						
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Internal_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the "Stat Server Stat Type Definitions" section for a complete description.						

Talk Internal Taken

STAT TYPE Internal_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing		TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_TK_T		DESCRIPTION The total amount of time that this agent spent handling internal calls that he accepted.						
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the "Stat Server Stat Type Definitions" section for a complete description.						

Talk Outbound

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice			NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing		TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_OUT_T		DESCRIPTION The total amount of time that this agent spent handling outbound calls.						
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Talk_Talk_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.						

Talk Time Inbound[1]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice			NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing		TIME PROFILE Collector-Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.						
CALLING TEMPLATE KPI Agent								

Talk Time Inbound[2]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Talk Time Outbound[1]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Agent							

Talk Time Outbound[2]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Terminated

STAT TYPE General_Email_Terminated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TERMINAT		DESCRIPTION The total number of inbound e-mail interactions within this tenant's e-mail system that were terminated.					
CALLING TEMPLATE General E-mail Handling		Refer to General_Email_Terminated in the "Stat Server Stat Type Definitions" section for a complete description.					

Time to Abandon[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
AbandTime		Total Time		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	hh:mm:ss	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_EV_TIME_ABAN		The total amount of time that abandoned voice interactions spent in this queue before they were abandoned.					
CALLING TEMPLATE							
Queue Evaluation		Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the "Stat Server Stat Type Definitions" section for a complete description.					
		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Time to Abandon[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Abandon_Time		Total Time		Voice		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VOICE_ABND_T		The total amount of time that abandoned voice interactions spent in this queue before they were abandoned.					
CALLING TEMPLATE							
Voice Queue		In release 7.0, this metric relied on the Total_Time_To_Abandon stat type. In release 7.1, however, this stat type's name was changed to Total_Abandon_Time to avoid confusing it with the similar, but different Total_Time_To_Abandon stat type which is used for some metrics provided by the Outbound Contact Solution. Refer to Total_Abandon_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Time to Distribute[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
DistributeTime		Total Time		Voice Callback		10 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceAndNot-VCB	N/A	N/A	Growing	Default	hh:mm:ss	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
VCB_EV_TIME_DIST		The total amount of time that distributed voice interactions spent in this queue before they were distributed.					
CALLING TEMPLATE							
Queue Evaluation		Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definitions" section for a complete description.					
		The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Time to Distribute[2]

STAT TYPE Total_Distribute_Time		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_DSTR_T		DESCRIPTION					
		The total amount of time that distributed voice interactions spent in this queue before they were distributed.					
CALLING TEMPLATE Voice Queue		In release 7.0, this metric relied on the Total_Time_To_Distribute stat type. In release 7.1, this stat type's name was changed to Total_Distribute_Time. Refer to Total_Distribute_Time in the "Stat Server Stat Type Definitions" section for a complete description.					

Timed Out

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_TIMED_OUT		DESCRIPTION					
		The total number of e-mail interactions that this agent accepted, pulled, or created and were then subsequently revoked because of prolonged non-activity.					
CALLING TEMPLATE Resource E-mail Handling		Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the "Stat Server Stat Type Definitions" section for a complete description.					

TimeToAbandon

STAT TYPE Total_Time_to_Abandon		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ABANDONED		DESCRIPTION					
		The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead.					
CALLING TEMPLATE QueueView		Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the "Stat Server Stat Type Definitions" section for a complete description.					
		The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

TimeToAnswer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ANSWERED		DESCRIPTION					
CALLING TEMPLATE QueueView		The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.					

TimeToDistrib

STAT TYPE Total_Time_to_Distribute		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_DISTRIBUTED		DESCRIPTION					
CALLING TEMPLATE QueueView		The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1[+], this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.					

To Abandon

STAT TYPE AbandTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TIME_ABANDON		DESCRIPTION					
CALLING TEMPLATE Callback Queue		The total amount of time it took to abandon interactions from this queue. Refer to AbandTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric. The VoiceCall filter was first applied to the 7.1 release of this metric.					

To Distribute CB

STAT TYPE DistributeTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER isVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TI_DISTR_CB		DESCRIPTION The total amount of time it took to distribute callback interactions from this queue.					
CALLING TEMPLATE Callback Queue		Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definitions" section for a complete description.					

To Distribute Live

STAT TYPE DistributeTime		STATISTICAL GROUP Total Time		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_TI_DISTR_LIVE		DESCRIPTION The total amount of time it took to distribute live interactions from this queue.					
CALLING TEMPLATE Callback Queue		Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definitions" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Total Abandoned

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Accepted

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were offered for processing to an agent, a place, or group thereof and that were accepted during a specific time period. Refer to Interactions_Accepted in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Answered[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CallsAnswered		Total Calls		Voice		60 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to CallsAnswered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Total Answered[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Calls_Answered		Total Calls		Voice		60 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to Total_Calls_Answered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

Total Cleared

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N_Calls_Cleared		Total Calls		Voice		60 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to N_Calls_Cleared in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

Total Distributed

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N_Calls_Distributed		Total Calls		Voice		60 seconds	1
FILTER	**TIME RANGE**	**TIME RANGE 1**	**INTERVAL TYPE**	**TIME PROFILE**	**FORMAT**	**INTRODUCED IN**	**DISCONTINUED IN**
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		**DESCRIPTION**					
N/A		Refer to N_Calls_Distributed in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

Total Entered[1]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to VoiceTotalEntered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Entered[2]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to VoiceTotalEntered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Entered[3]

STAT TYPE MediaX_Total_Entered_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of inter-actions of the media X type that entered a staging area during a specific time period. Refer to MediaX_Total_Entered_Queue in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Total Finished Processing

STAT TYPE Interactions_Processed		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of inter-actions of the media X type that were handled by an agent, a place, or a group thereof dur-ing a specific time period. Refer to Interactions_Processed in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Login Time[1]

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
Total_Login_Time		Agent Times	Voice		60 seconds	10
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
VoiceCall	N/A	N/A	Growing	Default	hh:mm:ss	7.2	N/A

Historical Association	Description
N/A	The total time that agents were logged in.
Calling Template	
KPI Agent, KPI Tenant	Refer to Total_Login_Time in the "Stat Server Stat Type Definitions" section for a complete description.

Total LogIn Time[2]

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
AgentLogInTime		Agent Times	Voice		60 seconds	10
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
VoiceCall	N/A	N/A	Growing	Default	hh:mm:ss	7.2	N/A

Historical Association	Description
N/A	The total time that agents were logged in to a particular queue.
Calling Template	
KPI Queue	

Total Moved

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
MediaX_Total_Moved_From_Queue		Media X Queue	Open Media		60 seconds	2
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
N/A	N/A	N/A	Growing	Default	0.00	7.2	N/A

Historical Association	Description
N/A	The total number of interactions of the media X type that were moved from a particular staging area to any other staging area during a specific time period. Refer to MediaX_Total_Moved_From_Queue in the "Stat Server Stat Type Definitions" section for a complete description.
Calling Template	
Media X Queue Template	

Total Offered

Stat Type		Statistical Group	Solution		Notification Frequency	Insensitivity
Interactions_Offered		Media X Resource	Open Media		60 seconds	1
Filter	**Time Range**	**Time Range 1**	**Interval Type**	**Time Profile**	**Format**	**Introduced In**	**Discontinued In**
Media_X	N/A	N/A	Growing	Default	0.00	7.2	N/A

Historical Association	Description
N/A	The total number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Interactions_Offered in the "Stat Server Stat Type Definitions" section for a complete description.
Calling Template	
Media X Resource Template	

Total Processing Time

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total amount of time that an agent, a place, or a group thereof spent handling interactions of the media X type during a specific time period. Refer to Interactions_Processing_Time in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Ready Time[1]

STAT TYPE Total_Ready_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Ready_Time in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Agent, KPI Tenant							

Total Ready Time[2]

STAT TYPE AgentReadyTime		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to AgentReadyTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Rejected

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of interactions of the media X type that were offered for processing to this resource and that were rejected during the specified period. Refer to Interactions_Rejected in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Released[1]

STAT TYPE CallsReleased		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CallsReleased in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Released[2]

STAT TYPE N_Released		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to N_Released in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of inbound interactions of the media X type that were terminated by an agent, a place, or a group thereof during a specific time period. Refer to Inbound_Interactions_Stopped in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Time To Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Timed Out

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Interactions_Timed_Out		Media X Resource		Open Media		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
Media_X	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total number of interactions of the media X type that were accepted, pulled, or created, and subsequently revoked by an agent, a place, or a group thereof because of prolonged non-activity during a specific time period. Refer to Interactions_Timed_Out in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Media X Resource Template							

Total Transferred[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Transfers_Made		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Agent							

Total Transferred[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Transfers_Made		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Tenant							

Total Transfers

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Number_Transfers_Made		Media X Resource		Open Media		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
Media_X	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total number of transfers that were made with regard to interactions of the media X type by an agent, a place, or a group thereof during a specific time period. Refer to Total_Number_Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
Media X Resource Template							

Total_Abandoned

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Abandoned		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Total_Abandoned in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Queue							

Total_Answered

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Answered		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Total_Answered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Queue							

Total_Cleared

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Cleared		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Total_Cleared in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Queue							

Total_Distributed

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
Total_Distributed		Total Calls		Voice		60 seconds	1
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
VoiceCall	N/A	N/A	Growing	Default	0.00	7.2	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to Total_Distributed in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE							
KPI Queue							

Total_Entered

STAT TYPE Total_Entered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Entered in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Time_to_Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE KPI Queue							

TotalACW[1]

STAT TYPE Total_Work_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WORK		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Work_Time in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalACW[2]

STAT TYPE TotalAfterCallWorkDNStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalAfterCallWorkDNStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							

TotalASM_Outbound

STAT TYPE Total_Talk_Time_ASM_Outbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ASM_OUTBOUND		DESCRIPTION Refer to Total_Talk_Time_ASM_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView		**Note:** The historical association does not apply when this metric is assigned to a group of places—it does apply, however, when assigned to a group of agents.					

TotalCallsOnHold

STAT TYPE Total_Number_on_Hold		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_HOLD		DESCRIPTION Refer to Total_Number_on_Hold in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

TotalConsult

STAT TYPE Total_Consult_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_CONSULT		DESCRIPTION Refer to Total_Consult_Talk_Time in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalInbound

STAT TYPE Total_Talk_Time_Inbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_INBOUND		DESCRIPTION Refer to Total_Talk_Time_Inbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalLogin

STAT TYPE Total_Login_Time		STATISTICAL GROUP TimeReport	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_LOGIN		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Login_Time in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.				
CALLING TEMPLATE AgentView, PlaceView						

TotalNR[1]

STAT TYPE Total_Not_Ready_Time		STATISTICAL GROUP TimeReport	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_NOT_READY		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Not_Ready_Time in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.				
CALLING TEMPLATE AgentView, GroupsView, PlaceView						

TotalNR[2]

STAT TYPE TotalNotReadyDNStatusTime		STATISTICAL GROUP TimeReport	SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNotReadyDNStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: SS in the 7.0.1 release of this metric.				
CALLING TEMPLATE DNView						

TotalOutbound

STAT TYPE Total_Talk_Time_Outbound		STATISTICAL GROUP TimeReport	SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_OUTBOUND		DESCRIPTION Refer to Total_Talk_Time_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE AgentView, GroupsView						

TotalTalk[1]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact			NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_TALK CALLING TEMPLATE AgentView, GroupsView, PlaceView		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Talk_Time in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.						

TotalTalk[2]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact			NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE DNView		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalTalkDNStatusTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.						

TotalWait

STAT TYPE Total_Wait_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact			NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss		INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT CALLING TEMPLATE AgentView, GroupsView, PlaceView		DESCRIPTION Refer to Total_Wait_Time in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.						

Transfer Ratio[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Call Handling		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of time that this agent has spent in the NotReady state.

CALLING TEMPLATE
KPI Agent

CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()

{

var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred"));

var den = (ccpulse.group("Total Calls").statistic("Total Entered"));


return 0 == den ? num : num / den;

}
```

Transfer Ratio[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Call Handling		Voice		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.2	N/A

HISTORICAL ASSOCIATION	DESCRIPTION
N/A	The percentage of time that agents belonging to this Tenant have spent in the NotReady state.

CALLING TEMPLATE
KPI Tenant

CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:

```
result.Long = CalculateDuration();

function CalculateDuration()

{

var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred"));

var den = (ccpulse.group("Total Calls").statistic("Total Entered"));


return 0 == den ? num : num / den;

}
```

Transfers[1]

STAT TYPE General_Email_Transfers		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TRANSFER		DESCRIPTION The total number of transfers made with respect to inbound e-mail interactions within this tenant's e-mail system. Refer to General_Email_Transfers in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Transfers[2]

STAT TYPE Chat_Total_Transfers		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_TRF		DESCRIPTION The total number of times that inbound chat interactions were transferred within this tenant's chat system. Refer to Chat_Total_Transfers in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Transfers Made[1]

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_MD		DESCRIPTION The total number of chat interaction transfers made by this agent. Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Transfers Made[2]

STAT TYPE Transfers_Made		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_MD		DESCRIPTION The total number of voice interaction transfers made by this agent. Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Transfers Taken[1]

STAT TYPE Total_Number_Transfers_Taken		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_TK		DESCRIPTION The total number of chat interaction transfers taken by this agent.					
CALLING TEMPLATE Resource Chat Handling		Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the "Stat Server Stat Type Definitions" section for a complete description.					

Transfers Taken[2]

STAT TYPE Transfers_Taken		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_TK		DESCRIPTION The total number of voice interaction transfers accepted by this agent.					
CALLING TEMPLATE Resource Voice Handling		Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the "Stat Server Stat Type Definitions" section for a complete description.					

TransfersMade

STAT TYPE Total_Number_of_Transfers_Made		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRANSFERS_MADE		DESCRIPTION Refer to Total_Number_of_Transfers_Made in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

TransfersTaken

STAT TYPE Total_Number_of_Transfers_Taken		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRANSFERS_TAKEN		DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE GroupsView							

Waiting

STAT TYPE Chat_Current_Waiting		STATISTICAL GROUP Current		SOLUTION Web Media	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The current number of chat interactions within this tenant's entire chat system that have been submitted for processing excluding those that are currently being processed. Refer to Chat_Current_Waiting in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE General Chat Handling						

Waiting Processing[1]

STAT TYPE IxnQueue_Email_Waiting_Processing		STATISTICAL GROUP Current		SOLUTION E-mail	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of e-mail interactions in this queue at the moment of measurement that are waiting to be processed. Refer to IxnQueue_Email_Waiting_Processing in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE E-mail Queue						

Waiting Processing[2]

STAT TYPE General_Email_Waiting_Processing		STATISTICAL GROUP Current		SOLUTION E-mail	NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of submitted interactions that are awaiting processing within this tenant's e-mail system at the moment of measurement. Refer to General_Email_Waiting_Processing in the "Stat Server Stat Type Definitions" section for a complete description.				
CALLING TEMPLATE General E-mail Handling						

Wait Time[1]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Total Time		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The total amount of time that voice interactions waited in this queue before they were either distributed or abandoned.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Time to Abandon and Time to Distribute CCPulse+ metrics using this formula:					
Queue Evaluation							

```
result.Duration =
( ccpulse.group("Total Time").statistic("Time to Abandon") +
  ccpulse.group("Total Time").statistic("Time to Distribute") );
```

Wait Time[2]

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
N/A		Averages		Voice Callback		N/A	N/A
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	N/A	7.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		The average amount of time that voice interactions waited in this queue before being distributed or abandoned.					
CALLING TEMPLATE		CCPulse+ calculates this metric from the values of the Abandoned, Distributed, Time to Abandon, and Time to Distribute CCPulse+ metrics using this formula:					
Queue Evaluation							

```
result.Duration = (
(( ccpulse.group("Total Number").Abandoned +
   ccpulse.group("Total Number").Distributed ) == 0) ?
 ( ccpulse.group("Total Time").statistic("Time to Abandon") +
   ccpulse.group("Total Time").statistic("Time to Distribute") ) :
 ( ccpulse.group("Total Time").statistic("Time to Abandon") +
   ccpulse.group("Total Time").statistic("Time to Distribute") ) /
 ( ccpulse.group("Total Number").Abandoned +
   ccpulse.group("Total Number").Distributed )
);
```

WaitingAgent

STAT TYPE		STATISTICAL GROUP		SOLUTION		NOTIFICATION FREQUENCY	INSENSITIVITY
CampGrCurrElapsedWaitingAgentsTime		Performance		Outbound Contact		30 seconds	10
FILTER	TIME RANGE	TIME RANGE 1	INTERVAL TYPE	TIME PROFILE	FORMAT	INTRODUCED IN	DISCONTINUED IN
N/A	N/A	N/A	N/A	N/A	hh:mm:ss	6.0	N/A
HISTORICAL ASSOCIATION		DESCRIPTION					
N/A		Refer to CampGrCurrElapsedWaitingAgentsTime in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE		The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CampGroupView							

WaitingAgents

STAT TYPE CampGrWaitingAgentsDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_AGENT_DURAT CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrWaitingAgentsDuration in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

WaitingForACall

STAT TYPE CurrNumberWaitStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE GroupsView		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberWaitStatuses in the "Stat Server Stat Type Definitions" section for a complete description.					

WaitingPort[1]

STAT TYPE CampGrCurrElapsedWaitingPortTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrCurrElapsedWaitingPortTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

WaitingPort[2]

STAT TYPE CampGrWaitingPortDuration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_PORT_DURAT CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrWaitingPortDuration in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh: mm: ss in the 7.0.1 release of this metric.					

WaitingRecords

STAT TYPE CampGrWaitingRecordsDu-ration		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT_RECORD_DURA CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrWaitingRecordsDuration in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

WaitinRecords

STAT TYPE CampGrCurrElapsedWaitin-gRecordsTime		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:mm:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A CALLING TEMPLATE CampGroupView		DESCRIPTION Refer to CampGrCurrElapsedWaitingRecordsTime in the "Stat Server Stat Type Definitions" section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					

Within SL

STAT TYPE CallsExitedInTimeRange		STATISTICAL GROUP Total Number		SOLUTION Voice Callback		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceAndNotVCB	TIME RANGE ServiceLevel		INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VCB_EV_WITHIN_SL CALLING TEMPLATE Queue Evaluation		DESCRIPTION The total number of voice interactions that were either distributed or abandoned from this queue within a specified time range. Of all the values returned by the CallsExitedInTimeRange stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time range. Refer to CallsExitedInTimeRange in the "Stat Server Stat Type Definitions" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.					

Chapter

10 Historical Reporting Metrics–Sourced from Stat Server

The historical metrics described in this chapter are defined by the stat types on which they are based. In some instances, parameters have been applied to further restrict the metric's value. Historical Reporting parameters fall into one of three categories: time ranges, time profiles, and filters. "Statistical Parameters" on page 433 describes the parameters used within the various ODS layout templates.

This chapter includes the following sections:

- "Composition of an Historical Metric" on page 251
- "Listing of Historical Metrics" on page 252
- "Historical Metrics" on page 254

Composition of an Historical Metric

A metric is comprised of a stat type, time profile, time range, and filter as illustrated in Figure 8. Elements that are not mandatory are enclosed in broken lines. Refer to "The Statistical Model" in the *Overview* book of the *Reporting Technical Reference* series for a detailed description of a metric.

Figure 8: Elements of a Metric

Listing of Historical Metrics

This section addresses the following column names:

CHAT_CCH_INTR	EMAIL_GEN_TERMINAT	N_CALLBKS_SCHEDUL	N_SIT_REORDER
CHAT_CCH_RQ	EMAIL_GEN_TRANSFER	N_CANCEL	N_SIT_UNKNOWN
CHAT_CNF_INIT	EMAIL_INB_TERM	N_CONFERENCES	N_SIT_VACANT
CHAT_CNF_INTR	EMAIL_INB_TRANS	N_CONSULT	N_TALK
CHAT_CNF_JOIN	EMAIL_INT_INI	N_DIAL_DROPPED	N_TRANSFERS_MADE
CHAT_GN_ABND	EMAIL_OFFERED	N_DIAL_MADE	N_TRANSFERS_TAKEN
CHAT_GN_ANSW	EMAIL_OUT_INI	N_DIALING	N_UNKNOWN
CHAT_GN_ANSW_T	EMAIL_PROC_TIME	N_DISTRIB_IN_TR	N_WAIT
CHAT_GN_ENTR	EMAIL_PROCESSED	N_DISTRIBUTED	N_WORK
CHAT_GN_HNDL	EMAIL_PULLED	N_DO_NOT_CALL	T_ABANDONED
CHAT_GN_HNDL_T	EMAIL_Q_ENTERED	N_ENTERED	T_ACTIVAT_DURATION
CHAT_GN_TRF	EMAIL_Q_MAX_INT	N_ENTRD	T_ANSWERED
CHAT_INB	EMAIL_Q_MIN_INT	N_FAXMODEM_DETECT	T_ASM_ENGAGE
CHAT_MNTR	EMAIL_Q_MOVED_OUT	N_HOLD	T_ASM_OUTBOUND
CHAT_MNTR_INIT	EMAIL_Q_STOPPED	N_INBOUND	T_CONSULT
CHAT_PRC_T	EMAIL_REJECTED	N_INTERNAL	T_DEACTIV_DURATION
CHAT_RCV_CCH	EMAIL_TIMED_OUT	N_NO_ANSWER	T_DIALING
CHAT_RQ_CCH	MAX_T_ABANDONED	N_NO_RPC	T_DISTRIBUTED
CHAT_TRF_MD	MAX_T_ANSWERED	N_NOT_READY	T_HOLD
CHAT_TRF_TK	N_ABANDONED*	N_OUTBOUND	T_INBOUND T_INTERNAL
EMAIL_ACCEPTED	N_ABANDONED_IN_TR	N_PER_CALLBK_COMPL	T_LOGIN
EMAIL_GEN_ENTERED	N_ANSW_MACHINE	N_PER_CALLBK_MISS	T_NOT_READY
EMAIL_GEN_FORWARD	N_ANSWERED	N_PER_CALLBK_SCHED	T_OUTBOUND
EMAIL_GEN_INTERNAL	N_ANSWERS	N_RECORDS_COMPLETE	T_READY
EMAIL_GEN_MAX_INT	N_ANSWRD	N_RINGING	T_RINGING
EMAIL_GEN_MIN_INT	N_ASM_ENGAGE	N_RLSD	T_RUNNING_DURATION
EMAIL_GEN_OUTBOUND	N_ASM_OUTBOUND	N_SIT_DETECTED	T_SYSERROR_DURATIN
EMAIL_GEN_REDIRECT	N_BUSY	N_SIT_INVALID_NUM	T_TALK
EMAIL_GEN_RESPOND	N_CALLBKS_COMPL	N_SIT_NO_CIRCUIT	T_UNKNOWN
EMAIL_GEN_RESPTIME	N_CALLBKS_MISSED	N_SIT_OPER_INTER	T_WAIT

T_WAIT_AGENT_DURAT
T_WAIT_PORT_DURAT
T_WAIT_RECORD_DURA
T_WORK
VCB_ABANDON
VCB_ASAP_CB
VCB_ATT_MADE
VCB_ATT_SUCCES
VCB_CB_DISPOS_EWT
VCB_CB_DISTR
VCB_CB_ENTER
VCB_CB_EWT
VCB_CB_FAILED
VCB_CB_RESCHED
VCB_CB_SUCCES
VCB_EV_ABAN_TR
VCB_EV_ABAND
VCB_EV_DISP_EWT

VCB_EV_DISTRIB
VCB_EV_ENTERED
VCB_EV_EWT
VCB_EV_TIME_ABAN
VCB_EV_TIME_DIST
VCB_EV_WITHIN_SL
VCB_LIVE_DISP_EWT
VCB_LIVE_DISTR
VCB_LIVE_ENTER
VCB_LIVE_EWT
VCB_NOT_RESCHED
VCB_REQ_ATTMPT
VCB_SCHED_CB
VCB_TI_DISTR_CB
VCB_TI_DISTR_LIVE
VCB_TIME_ABANDON
VOICE_ABND
VOICE_ABND_T

VOICE_ABND_WR
VOICE_ACW_AUX_T
VOICE_ACW_INB_T
VOICE_ACW_OUT_T
VOICE_ANSW
VOICE_ANSW_T
VOICE_CLR
VOICE_CNS_MD
VOICE_CNS_MD_T
VOICE_CNS_TK
VOICE_CNS_TK_T
VOICE_DSTR
VOICE_DSTR_T
VOICE_ENTR
VOICE_FRCD_OFF
VOICE_FRWD
VOICE_HLD_INB
VOICE_HLD_INB_T

VOICE_HLD_OUT
VOICE_HLD_OUT_T
VOICE_INB
VOICE_INT_MD
VOICE_INT_MD_T
VOICE_INT_TK
VOICE_INT_TK_T
VOICE_MAX
VOICE_MIN
VOICE_OUT
VOICE_RLSD
VOICE_SENT_Q
VOICE_TFR_MD
VOICE_TFR_TK
VOICE_TLK_INB_T
VOICE_TLK_OUT_T

Descriptions of Form Labels

Form Title   The name of the Stat Server metric.

Stat Type Name   The name of the stat type on which this metric is based. Refer to the *Reporting Technical Reference 7.6 Overview* for an in-depth discussion of stat types.

Introduced In   Identifies the GA release in which this metric was first introduced. All metrics are Available in the current release.

Solution   One or more of the following:

- E-mail
- Enterprise Routing
- Outbound Contact
- Voice
- Web Media

Description   Provides a hyperlink to the "Stat Server Stat Type Definitions" on page 315 chapter where the stat type on which this metric is based is fully described.

Parameter   Either N/A (for not applicable) or one of the following filters:

- ChatSession
- EMAIL_MEDIA
- IsNotVCB
- NoVCB
- SMS_MEDIA
- VoiceCall

and/or time ranges:

- EWT_ANNOUNCE_TR
- ServiceLevel
- ServiceFactorAbandonedThreshold
- ServiceFactorAnsweredThreshold

With the introduction of the Voice Callback (VCB) channel of the Enterprise Routing solution in release 7.0, the NoVCB filter was created and applied to most mediation DN-related metrics for the Enterprise Routing (ERS) and Outbound Contact (OCS) solutions. This filter prevented user-selection of callback functionality where VCB was

also deployed in their environment from affecting ERS and OCS metrics. (A mediation DN includes queue, routing points, and groups of queues, workbins, and interaction queues.) In release 7.1, the NoVCB filter was replaced throughout with the isNotVCB filter.

Used by the Following ODS Layout Templates   Lists the ODS layout templates that contain this metric. Template names changed between the releases. The value in this field refers to the name of the template in the latest release of Historical Reporting.

Historical Metrics

CHAT_CCH_INTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Coaching_By_Intrusion_Initiated	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION
Refer to Total_Number_Coaching_By_Intrusion_Initiated in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_CCH_RQ

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Coaching_By_Request_Initiated	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION
Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Request_Initiated in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_CNF_INIT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Conferences_Initiated	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION
Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the "Stat Server Stat Types" section for a complete description.

CHAT_CNF_INTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Of_Joined_To_Conference_By_Intrusion	Web Media	7.0	Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION			
Of all the values returned by the Total_Number_Of_Joined_To_Conference_By_Intrusion stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the "Stat Server Stat Types" section for a complete description. **Note:** This metric is reserved for future use.			

CHAT_CNF_JOIN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Conferences_Joined	Web Media	7.0	Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION			
Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_ABND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Abandoned	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Abandoned in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_ANSW

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Answered	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Answered in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_ANSW_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Answer_Time	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Answer_Time in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_ENTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Entered	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Entered in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_HNDL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Inbound_Handled	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Inbound_Handled in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_HNDL_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Handle_Time	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Handle_Time in the "Stat Server Stat Types" section for a complete description.			

CHAT_GN_TRF

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Chat_Total_Transfers	Web Media	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_GH			
DESCRIPTION			
Refer to Chat_Total_Transfers in the "Stat Server Stat Types" section for a complete description.			

CHAT_INB

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Inbound_Handled	Web Media	7.0	Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION			
Of all the values returned by the Total_Inbound_Handled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Inbound_Handled in the "Stat Server Stat Types" section for a complete description.			

CHAT_MNTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Being_Monitored	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Being_Monitored stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Being_Monitored in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_MNTR_INIT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Of_Monitoring_Initiated	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Monitoring_Initiated in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_PRC_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Processing_Time	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the "Stat Server Stat Types" section for a complete description.

CHAT_RCV_CCH

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Coached	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Coached stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_RQ_CCH

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Interactions_Invited_ For_Coaching	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Interactions_Invited_For_Coaching stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Interactions_Invited_For_Coaching in the "Stat Server Stat Types" section for a complete description.

Note: This metric is reserved for future use.

CHAT_TRF_MD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Transfers_Made	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the "Stat Server Stat Types" section for a complete description.

CHAT_TRF_TK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_Transfers_Taken	Web Media	7.0	Filter: chatSession

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CHAT_A	CHAT_GA	CHAT_GP	CHAT_P

DESCRIPTION

Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the "Stat Server Stat Types" section for a complete description.

EMAIL_ACCEPTED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Accepted	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Interactions_Accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_GEN_ENTERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Entered	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Entered in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_FORWARD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Forwarded	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Forwarded in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_INTERNAL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Internal	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Internal in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_MAX_INT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Maximum	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the "Stat Server Stat Type Definition" section for a complete description.			

EMAIL_GEN_MIN_INT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Minimum	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the "Stat Server Stat Type Definition" section for a complete description.			

EMAIL_GEN_OUTBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Outbound	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Outbound in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_REDIRECT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Redirected	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_TEN			
DESCRIPTION			
Refer to General_Email_Redirected in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_RESPOND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Responded	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_TEN			
DESCRIPTION			
Refer to General_Email_Responded in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_RESPTIME

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Response_Time	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_TEN			
DESCRIPTION			
Refer to General_Email_Response_Time in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_TERMINAT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Terminated	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_TEN			
DESCRIPTION			
Refer to General_Email_Terminated in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_GEN_TRANSFER

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
General_Email_Transfers	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_TEN			
DESCRIPTION			
Refer to General_Email_Transfers in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_INB_TERM

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Inbound_Interactions_Stopped	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_INB_TRANS

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Inbound_Transfers_Made	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Inbound_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Transfers_Made in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_INT_INI

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Internal_Interactions_Initiated	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Internal_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Interactions_Initiated in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_OFFERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Offered	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_OUT_INI

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Outbound_Interactions_Initiated	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG	EMAIL_GAG	EMAIL_GPL	EMAIL_PL

DESCRIPTION

Of all the values returned by the Outbound_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Outbound_Interactions_Initiated in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_PROC_TIME

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Processing_Time	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			

DESCRIPTION
Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_PROCESSED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Processed	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			

DESCRIPTION
Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_PULLED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Pulled	E-mail	7.0	Filter: EMAIL_MEDIA

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			

DESCRIPTION
Refer to Interactions_Pulled in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_Q_ENTERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
IxnQueue_Email_Entered	E-mail	7.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
EMAIL_IQ

DESCRIPTION
Refer to IxnQueue_Email_Entered in the "Stat Server Stat Type Definition" section for a description of this stat type.

EMAIL_Q_MAX_INT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
IxnQueue_Email_Maximum	E-mail	7.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
EMAIL_IQ

DESCRIPTION
Refer to IxnQueue_Email_Maximum in the "Stat Server Stat Type Definition" section for a complete description.

EMAIL_Q_MIN_INT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
IxnQueue_Email_Minimum	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_IQ			
DESCRIPTION			
Refer to IxnQueue_Email_Minimum in the "Stat Server Stat Type Definition" section for a complete description.			

EMAIL_Q_MOVED_OUT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
IxnQueue_Email_Moved	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_IQ			
DESCRIPTION			
Refer to IxnQueue_Email_Moved in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_Q_STOPPED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
IxnQueue_Email_Stopped	E-mail	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_IQ			
DESCRIPTION			
Refer to IxnQueue_Email_Stopped in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_REJECTED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Rejected	E-mail	7.0	Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION			
Of all the values returned by the Interactions_Rejected stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Rejected in the "Stat Server Stat Type Definition" section for a description of this stat type.			

EMAIL_TIMED_OUT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Interactions_Timed_Out	E-mail	7.0	Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION			
Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the "Stat Server Stat Type Definition" section for a complete description.			

MAX_T_ABANDONED

STAT TYPE NAME Max_Time_to_Abandon	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Max_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Abandon in the "Stat Server Stat Type Definition" section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.			

MAX_T_ANSWERED

STAT TYPE NAME Max_Time_to_Answer	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Max_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Answer in the "Stat Server Stat Type Definition" section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.			

N_ABANDONED[1]

STAT TYPE NAME Total_Calls_Abandoned	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Abandoned in the "Stat Server Stat Type Definition" section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.			

N_ABANDONED[2]

STAT TYPE NAME CampAbandoned	SOLUTION Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampAbandoned in the "Stat Server Stat Type Definition" section for a complete description.			

N_ABANDONED_IN_TR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Short_Abandoned_Calls	Enterprise Routing, Outbound Contact	5.1	TR: ServiceFactorAbandonedThreshold Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
GROFQUEUES	QUEUE	ROUTEPOINT

DESCRIPTION

The only calls counted for this metric are those that were abandoned within 5 seconds and those where the filter expression is TRUE. Refer to Total_Short_Abandoned_Calls in the "Stat Server Stat Type Definition" section for a complete description.

The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.

N_ANSW_MACHINE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampAnsweringMachine	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION

Refer to CampAnsweringMachine in the "Stat Server Stat Type Definition" section for a complete description.

N_ANSWERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Answered	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
GROFQUEUES	QUEUE	ROUTEPOINT

DESCRIPTION

Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Answered in the "Stat Server Stat Type Definition" section for a complete description.

The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.

N_ANSWERS

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampAnswers	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION

Refer to CampAnswers in the "Stat Server Stat Type Definition" section for a complete description.

N_ANSWRD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsAnswered	Voice	7.2	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
VOICE_AG   VOICE_PG

DESCRIPTION
Of all the values returned by the CallsAnswered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAnswered in the "Stat Server Stat Type Definition" section for a complete description.

N_ASM_ENGAGE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_ASM_Received	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
O_AGENT   O_AGENT_GR

DESCRIPTION
Refer to Total_Calls_ASM_Received in the "Stat Server Stat Type Definition" section for a complete description.

N_ASM_OUTBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_ASM_Outbound	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
O_AGENT   O_AGENT_GR

DESCRIPTION
Refer to Total_Calls_ASM_Outbound in the "Stat Server Stat Type Definition" section for a complete description.

N_BUSY

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampBusy	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
CALL_LS   CMP   CMP_CALL_L

DESCRIPTION
Refer to CampBusy in the "Stat Server Stat Type Definition" section for a complete description.

N_CALLBKS_COMPL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampCallbacksCompleted	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
CALL_LS   CMP   CMP_CALL_L

DESCRIPTION
Refer to CampCallbacksCompleted in the "Stat Server Stat Type Definition" section for a complete description.

N_CALLBKS_MISSED

Stat Type Name	Solution	Introduced In	Parameter
CampCallbacksMissed	Outbound Contact	6.0	N/A
Used By The Following ODS Layout Templates			
CALL_LS CMP CMP_CALL_L			
Description			
Refer to CampCallbacksMissed in the "Stat Server Stat Type Definition" section for a complete description.			

N_CALLBKS_SCHEDUL

Stat Type Name	Solution	Introduced In	Parameter
CampCallbacksScheduled	Outbound Contact	6.0	N/A
Used By The Following ODS Layout Templates			
CALL_LS CMP CMP_CALL_L			
Description			
Refer to CampCallbacksScheduled in the "Stat Server Stat Type Definition" section for a complete description.			

N_CANCEL

Stat Type Name	Solution	Introduced In	Parameter
CampCancel	Outbound Contact	6.0	N/A
Used By The Following ODS Layout Templates			
CALL_LS CMP CMP_CALL_L			
Description			
Refer to CampCancel in the "Stat Server Stat Type Definition" section for a complete description.			

N_CONFERENCES

Stat Type Name	Solution	Introduced In	Parameter
Total_Number_of_Conferences	Enterprise Routing, Outbound Contact	5.1	N/A
Used By The Following ODS Layout Templates			
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
Description			
Refer to Total_Number_of_Conferences in the "Stat Server Stat Type Definition" section for a complete description.			

N_CONSULT

Stat Type Name	Solution	Introduced In	Parameter
Total_Calls_Consult	Enterprise Routing, Outbound Contact	5.1	N/A
Used By The Following ODS Layout Templates			
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
Description			
Refer to Total_Calls_Consult in the "Stat Server Stat Type Definition" section for a complete description.			

N_DIAL_DROPPED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampDropped	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampDropped in the "Stat Server Stat Type Definition" section for a complete description.			

N_DIAL_MADE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampDialMade	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampDialMade in the "Stat Server Stat Type Definition" section for a complete description.			

N_DIALING

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Dialing_Number	Enterprise Routing, Outbound Contact	5.1	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION			
Refer to Total_Dialing_Number in the "Stat Server Stat Type Definition" section for a complete description.			

N_DISTRIB_IN_TR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Distributed_In_Threshold or Total_Calls_Answered_In_Threshold	Enterprise Routing, Outbound Contact	5.1	TR: ServiceFactorAnsweredThreshold Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION			
Of all the values returned by either stat type, the only ones counted for this metric are those distributed within ten seconds and those where the filter expression is TRUE. Refer to Total_Calls_Distributed_In_Threshold (for 6.1 and prior) or Total_Calls_Answered_In_Threshold (for 6.5 and subsequent) in the "Stat Server Stat Type Definition" section for a description of either stat type. The stat type definition for this metric changed in 6.5 to better align service factor values returned with those returned by Real-Time Reporting. This metric is used only for the calculation of service factor in queue and route-point reports. If you have installed 6.5 reports, this metric returns the total calls answered in threshold from queues and route points—not the total calls distributed in threshold as is implied by the metric's name (N_DISTRIB_IN_TR). The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.			

N_DISTRIBUTED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Distributed	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
GROFQUEUES	QUEUE	ROUTEPOINT

DESCRIPTION

Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Distributed in the "Stat Server Stat Type Definition" section for a complete description.

The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.

N_DO_NOT_CALL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampDoNotCall	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION

Refer to CampDoNotCall in the "Stat Server Stat Type Definition" section for a complete description.

N_ENTERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Entered	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
GROFQUEUES	QUEUE	ROUTEPOINT

DESCRIPTION

Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Entered in the "Stat Server Stat Type Definition" section for a complete description.

The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.

N_ENTRD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
VoiceTotalEntered	Voice	7.2	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES	
VOICE_AG	VOICE_PG

DESCRIPTION

Of all the values returned by the VoiceTotalEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VoiceTotalEntered in the "Stat Server Stat Type Definition" section for a complete description.

N_FAXMODEM_DETECT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampFaxModem	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION
Refer to CampFaxModem in the "Stat Server Stat Type Definition" section for a complete description.

N_HOLD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_on_Hold	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Number_on_Hold in the "Stat Server Stat Type Definition" section for a complete description.

N_INBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Inbound	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Calls_Inbound in the "Stat Server Stat Type Definition" section for a complete description.

N_INTERNAL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Internal	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Calls_Internal in the "Stat Server Stat Type Definition" section for a complete description.

N_NO_ANSWER

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampNoAnswer	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION
Refer to CampNoAnswer in the "Stat Server Stat Type Definition" section for a complete description.

N_NO_RPC

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampNoRPC	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampNoRPC in the "Stat Server Stat Type Definition" section for a complete description.			

N_NOT_READY

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Not_Ready_Number	Enterprise Routing, Outbound Contact	5.1	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION			
Refer to Total_Not_Ready_Number in the "Stat Server Stat Type Definition" section for a complete description.			

N_OUTBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Outbound	Enterprise Routing, Outbound Contact	5.1	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION			
Refer to Total_Calls_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

N_PER_CALLBK_COMPL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampPersonalCallbacksCompleted	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampPersonalCallbacksCompleted in the "Stat Server Stat Type Definition" section for a complete description.			

N_PER_CALLBK_MISS

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampPersonalCallbacksMissed	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampPersonalCallbacksMissed in the "Stat Server Stat Type Definition" section for a complete description.			

N_PER_CALLBK_SCHED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampPersonalCallbacksScheduled	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION
Refer to CampPersonalCallbacksScheduled in the "Stat Server Stat Type Definition" section for a complete description.

N_RECORDS_COMPLETE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampRecordsCompleted	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION
Refer to CampRecordsCompleted in the "Stat Server Stat Type Definition" section for a complete description.

N_RINGING

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Ringing_Number	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Ringing_Number in the "Stat Server Stat Type Definition" section for a complete description.

N_RLSD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsReleased	Voice	7.2	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES	
VOICE_AG	VOICE_PG

DESCRIPTION
Of all the values returned by the CallsReleased stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsReleased in the "Stat Server Stat Type Definition" section for a complete description.

N_SIT_DETECTED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITDetected	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
CALL_LS	CMP	CMP_CALL_L

DESCRIPTION
Refer to CampSITDetected in the "Stat Server Stat Type Definition" section for a complete description.

N_SIT_INVALID_NUM

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITInvalidNum	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CMP			
DESCRIPTION			
Refer to CampSITInvalidNum in the "Stat Server Stat Type Definition" section for a complete description.			

N_SIT_NO_CIRCUIT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITNoCircuit	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampSITNoCircuit in the "Stat Server Stat Type Definition" section for a complete description.			

N_SIT_OPER_INTER

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITOperIntercept	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampSITOperIntercept in the "Stat Server Stat Type Definition" section for a complete description.			

N_SIT_REORDER

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITReorder	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampSITReorder in the "Stat Server Stat Type Definition" section for a complete description.			

N_SIT_UNKNOWN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITUnknown	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampSITUnknown in the "Stat Server Stat Type Definition" section for a complete description.			

N_SIT_VACANT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampSITVacant	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
CALL_LS CMP CMP_CALL_L			
DESCRIPTION			
Refer to CampSITVacant in the "Stat Server Stat Type Definition" section for a complete description.			

N_TALK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Calls in the "Stat Server Stat Type Definition" section for a complete description.

N_TRANSFERS_MADE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_of_Transfers_Made	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Number_of_Transfers_Made in the "Stat Server Stat Type Definition" section for a complete description.

N_TRANSFERS_TAKEN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Number_of_Transfers_Taken	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Number_of_Transfers_Taken in the "Stat Server Stat Type Definition" section for a complete description.

N_UNKNOWN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Calls_Unknown	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Calls_Unknown in the "Stat Server Stat Type Definition" section for a complete description.

N_WAIT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Wait_Number	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Wait_Number in the "Stat Server Stat Type Definition" section for a complete description.

N_WORK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Work_Number	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE

DESCRIPTION
Refer to Total_Work_Number in the "Stat Server Stat Type Definition" section for a complete description.

T_ABANDONED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Time_to_Abandon	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
GROFQUEUES QUEUE ROUTEPOINT

DESCRIPTION
Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the "Stat Server Stat Type Definition" section for a complete description.
The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.

T_ACTIVAT_DURATION

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampGrActivatedDuration	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
CMP_GR

DESCRIPTION
Refer to CampGrActivatedDuration in the "Stat Server Stat Type Definition" section for a complete description.

T_ANSWERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Time_to_Answer	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
GROFQUEUES QUEUE ROUTEPOINT

DESCRIPTION
Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definition" section for a complete description.
The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.

T_ASM_ENGAGE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_ASM_Engage_Time for O_AGENT Total_Time_ASM_Engage for O_AGENT_GR	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_ASM_Engage_Time or Total_Time_ASM_Engage in the "Stat Server Stat Type Definition" section for a complete description.			

T_ASM_OUTBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Talk_Time_ASM_Outbound	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Talk_Time_ASM_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

T_CONSULT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Consult_Talk_Time	Enterprise Routing, Outbound Contact	5.1	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Consult_Talk_Time in the "Stat Server Stat Type Definition" section for a complete description.			

T_DEACTIV_DURATION

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampGrDeactivatedDuration	Outbound Contact	6.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrDeactivatedDuration in the "Stat Server Stat Type Definition" section for a complete description.			

T_DIALING

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Dialing_Time	Enterprise Routing, Outbound Contact	5.1	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Dialing_Time in the "Stat Server Stat Type Definition" section for a complete description.			

T_DISTRIBUTED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Time_to_Distribute	Enterprise Routing, Outbound Contact	5.1	Filter: isNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
GROFQUEUES	QUEUE	ROUTEPOINT

DESCRIPTION

Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the "Stat Server Stat Type Definition" section for a complete description.

The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1[+], the isNotVCB filter replaces the NoVCB filter.

T_HOLD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Hold_Time	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION

Refer to Total_Hold_Time in the "Stat Server Stat Type Definition" section for a complete description.

T_INBOUND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Talk_Time_Inbound	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION

Refer to Total_Talk_Time_Inbound in the "Stat Server Stat Type Definition" section for a complete description.

T_INTERNAL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Talk_Time_Internal	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION

Refer to Total_Talk_Time_Internal in the "Stat Server Stat Type Definition" section for a complete description.

T_LOGIN

STAT TYPE NAME Total_Login_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1*	PARAMETER Filter: VoiceCall for Voice templates N/A for others
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFPLS O_AGENT_GR VOICE_AG VOICE_PG VOICE_T GROFAGS O_AGENT PLACE			
DESCRIPTION Refer to Total_Login_Time in the "Stat Server Stat Type Definition" section for a complete description. *Introduced for Voice in release 7.2, with a VoiceCall filter. Of all the values returned by the Total_Login_Time stat type for MCR Voice reports, the only ones counted for this metric are those where the filter expression is TRUE.			

T_NOT_READY

STAT TYPE NAME Total_Not_Ready_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Not_Ready_Time in the "Stat Server Stat Type Definition" section for a complete description.			

T_OUTBOUND

STAT TYPE NAME Total_Talk_Time_Outbound	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

T_READY

STAT TYPE NAME Total_Ready_Time	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG VOICE_T			
DESCRIPTION Of all the values returned by the Total_Ready_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Ready_Time in the "Stat Server Stat Type Definition" section for a complete description.			

T_RINGING

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Ringing_Time	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Ringing_Time in the "Stat Server Stat Type Definition" section for a complete description.

T_RUNNING_DURATION

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampGrRunningDuration	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
CMP_GR

DESCRIPTION
Refer to CampGrRunningDuration in the "Stat Server Stat Type Definition" section for a complete description.

T_SYSERROR_DURATIN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CampGrSystemErrorDuration	Outbound Contact	6.0	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
CMP_GR

DESCRIPTION
Refer to CampGrSystemErrorDuration in the "Stat Server Stat Type Definition" section for a complete description.

T_TALK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Talk_Time	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Talk_Time in the "Stat Server Stat Type Definition" section for a complete description.

T_UNKNOWN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Talk_Time_Unknown	Enterprise Routing, Outbound Contact	5.1	N/A

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES					
AGENT	GROFAGS	GROFPLS	O_AGENT	O_AGENT_GR	PLACE

DESCRIPTION
Refer to Total_Talk_Time_Unknown in the "Stat Server Stat Type Definition" section for a complete description.

T_WAIT

STAT TYPE NAME Total_Wait_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Wait_Time in the "Stat Server Stat Type Definition" section for a complete description.			

T_WAIT_AGENT_DURAT

STAT TYPE NAME CampGrWaitingAgentsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingAgentsDuration in the "Stat Server Stat Type Definition" section for a complete description.			

T_WAIT_PORT_DURAT

STAT TYPE NAME CampGrWaitingPortDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingPortDuration in the "Stat Server Stat Type Definition" section for a complete description.			

T_WAIT_RECORD_DURA

STAT TYPE NAME CampGrWaitingRecordsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingRecordsDuration in the "Stat Server Stat Type Definition" section for a complete description.			

T_WORK

STAT TYPE NAME Total_Work_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Work_Time in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_ABANDON

Stat Type Name	Solution	Introduced In	Parameter
CallsAbandoned	Voice Callback	7.0	Filter: VoiceCall

Used By The Following ODS Layout Templates			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

Description

Of all the values returned by the CallAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the "Stat Server Stat Type Definition" section for a complete description.

The VoiceCall filter was first applied to the 7.1 release of this metric.

VCB_ASAP_CB

Stat Type Name	Solution	Introduced In	Parameter
CallbacksAcceptedASAP	Voice Callback	7.0	N/A

Used By The Following ODS Layout Templates
VCB_TENANT

Description

This metric was originally based on the CallsExited stat type and applied the VCB_ASAP_CB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksAcceptedASAP stat type, which calls upon a class in the VCB-StatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedASAP in the "Stat Server Stat Type Definition" section for a complete description.

VCB_ATT_MADE

Stat Type Name	Solution	Introduced In	Parameter
CallbacksDialed	Voice Callback	7.0	N/A

Used By The Following ODS Layout Templates
VCB_TENANT

Description

This metric was originally based on the CallsExited stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksDialed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksDialed in the "Stat Server Stat Type Definition" section for a complete description.

VCB_ATT_SUCCES

Stat Type Name	Solution	Introduced In	Parameter
CallbacksProcessed	Voice Callback	7.0	N/A

Used By The Following ODS Layout Templates
VCB_TENANT

Description

This metric was originally based on the CallsReceived stat type and applied the isVCB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksProcessed stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksProcessed in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_DISPOS_EWT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsExited	Voice Callback	7.0	Filter: isVCBwithEWT

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

DESCRIPTION
Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_DISTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsDistributed	Voice Callback	7.0	isVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

DESCRIPTION
Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_ENTER

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsEntered	Voice Callback	7.0	Filter: isVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

DESCRIPTION
Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_EWT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
TotalEWT	Voice Callback	7.0	Filter: isVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

DESCRIPTION
Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_FAILED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
VCB_Result	Voice Callback	7.0	Filter: isNotCBSuccess

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
VCB_TENANT

DESCRIPTION
Of all the values returned by the VCB_Result stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VCB_Result in the "Stat Server Stat Type Definition" section for a complete description.

VCB_CB_RESCHED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsEntered	Voice Callback	7.0	Filter: VCBRescheduled
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_TENANT			
DESCRIPTION			
Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_CB_SUCCES

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallbacksAnswered	Voice Callback	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_TENANT			
DESCRIPTION			
Of all the values returned by the CallbacksAnswered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallbacksAnswered in the "Stat Server Stat Type Definition" section for a complete description. This metric was originally based on the VCB_Result stat type and applied the isCBSuccess filter. In 7.1[+], this metric uses the CallbacksAnswered stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data.			

VCB_EV_ABAN_TR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsAbandonedInTimeRange	Voice Callback	7.0	Filter: VoiceAndNotVCB TR: EWT_ANNOUNCE_TR
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the CallsAbandonedinTimeRange stat type, the only ones counted for this metric are those that were abandoned within three minutes and those where the filter expression is TRUE. Refer to CallsAbandonedInTimeRange in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_EV_ABAND

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsAbandoned	Voice Callback	7.0	Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the CallsAbandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAbandoned in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_EV_DISP_EWT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsExited	Voice Callback	7.0	Filter: isNotVCBwithEWT
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_EV_DISTRIB

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsDistributed	Voice Callback	7.0	Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_EV_ENTERED

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsEntered	Voice Callback	7.0	Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_EV_EWT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
TotalEWT	Voice Callback	7.0	Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV VCB_Q_EV			
DESCRIPTION			
Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_EV_TIME_ABAN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
AbandTime	Voice Callback	7.0	Filter: VoiceAndNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV	VCB_Q_EV		

DESCRIPTION

Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.

VCB_EV_TIME_DIST

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
DistributeTime	Voice Callback	7.0	Filter: VoiceAndNotVCB

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV	VCB_Q_EV		

DESCRIPTION

Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.

VCB_EV_WITHIN_SL

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsExitedInTimeRange	Voice Callback	7.0	Filter: VoiceAndNotVCB TR: ServiceLevel

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQ_EV	VCB_Q_EV		

DESCRIPTION

Of all the values returned by the CallsExitedInTimeRange stat type, the only ones counted for this metric are those that are abandoned within 3 minutes and where the filter expression is TRUE. Refer to CallsExitedInTimeRange in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.

VCB_LIVE_DISP_EWT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallsExited	Voice Callback	7.0	isNotVCBwithEWT

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE	VCB_QUEUE	VCB_RP	VCB_TENANT

DESCRIPTION

Of all the values returned by the CallsExited stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsExited in the "Stat Server Stat Type Definition" section for a complete description.

VCB_LIVE_DISTR

STAT TYPE NAME CallsDistributed	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsDistributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsDistributed in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter. | | | |

VCB_LIVE_ENTER

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter. | | | |

VCB_LIVE_EWT

STAT TYPE NAME TotalEWT	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION Of all the values returned by the TotalEWT stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to TotalEWT in the "Stat Server Stat Type Definition" section for a complete description.

The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter. | | | |

VCB_NOT_RESCHED

STAT TYPE NAME CallsEntered	SOLUTION Voice Callback	INTRODUCED IN 7.0	PARAMETER Filter: VCBNotRescheduled
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VCB_TENANT			
DESCRIPTION Of all the values returned by the CallsEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsEntered in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_REQ_ATTMPT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallbacksSubmitted	Voice Callback	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_TENANT			
DESCRIPTION			
This metric was originally based on the CB_Request stat type and applied the VCBRequestsAttempts filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksSubmitted stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksSubmitted in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_SCHED_CB

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
CallbacksAcceptedScheduled	Voice Callback	7.0	N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_TENANT			
DESCRIPTION			
This metric was originally based on the CallsEntered stat type and applied the VCB_Scheduled_CB filter to results that Stat Server calculated directly. In 7.1[+], this metric uses the CallbacksAcceptedScheduled stat type, which calls upon a class in the VCBStatExtension Stat Server Java Extension to generate data. Refer to CallbacksAcceptedScheduled in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_TI_DISTR_CB

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
DistributeTime	Voice Callback	7.0	Filter: isVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION			
Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definition" section for a complete description.			

VCB_TI_DISTR_LIVE

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
DistributeTime	Voice Callback	7.0	Filter: VoiceAndNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
DESCRIPTION			
Of all the values returned by the DistributeTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to DistributeTime in the "Stat Server Stat Type Definition" section for a complete description. The isNotVCB filter was first applied to this metric in release 7.0. In 7.1[+], this metric applies the VoiceAndNotVCB filter.			

VCB_TIME_ABANDON

Stat Type Name AbandTime	Solution Voice Callback	Introduced In 7.0	Parameter Filter: VoiceCall
Used By The Following ODS Layout Templates VCB_GQUEUE VCB_QUEUE VCB_RP VCB_TENANT			
Description Of all the values returned by the AbandTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AbandTime in the "Stat Server Stat Type Definition" section for a complete description. This metric first applies a filter in the 7.1 release.			

VOICE_ABND

Stat Type Name Total_Abandoned	Solution Voice	Introduced In 7.0	Parameter Filter: VoiceCall
Used By The Following ODS Layout Templates VOICE_GQ VOICE_Q VOICE_RP			
Description Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ABND_T

Stat Type Name Total_Time_to_Abandon	Solution Voice	Introduced In 7.0	Parameter Filter: VoiceCall
Used By The Following ODS Layout Templates VOICE_GQ VOICE_Q VOICE_RP			
Description Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ABND_WR

Stat Type Name Total_Abandoned_WR	Solution Voice	Introduced In 7.0	Parameter Filter: VoiceCall
Used By The Following ODS Layout Templates VOICE_GQ VOICE_Q VOICE_RP			
Description Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ACW_AUX_T

Stat Type Name ACW_Time_Other	Solution Voice	Introduced In 7.0	Parameter Filter: VoiceCall
Used By The Following ODS Layout Templates VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ACW_INB_T

Stat Type Name	Solution	Introduced In	Parameter
ACW_Time_Inbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ACW_OUT_T

Stat Type Name	Solution	Introduced In	Parameter
ACW_Time_Outbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ANSW

Stat Type Name	Solution	Introduced In	Parameter
Total_Answered	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_GQ VOICE_Q VOICE_RP			
Description			
Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ANSW_T

Stat Type Name	Solution	Introduced In	Parameter
Total_Time_to_Answer	Voice	7.2	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_GQ VOICE_Q VOICE_RP VOICE_T			
Description			
Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_CLR

Stat Type Name	Solution	Introduced In	Parameter
Total_Cleared	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_GQ VOICE_Q VOICE_RP			
Description			
Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Cleared in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_CNS_MD

STAT TYPE NAME Calls_Consult_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A　　　VOICE_AG　　　VOICE_P　　　VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consult_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Made in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_CNS_MD_T

STAT TYPE NAME Consult_Time_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A　　　VOICE_AG　　　VOICE_P　　　VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_CNS_TK

STAT TYPE NAME Calls_Consult_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A　　　VOICE_AG　　　VOICE_P　　　VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consult_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consult_Taken in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_CNS_TK_T

STAT TYPE NAME Consult_Time_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A　　　VOICE_AG　　　VOICE_P　　　VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_DSTR

STAT TYPE NAME Total_Distributed	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ　　　VOICE_Q　　　VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Distributed in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_DSTR_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Time_To_Distribute	Voice	7.0	Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION			
Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_To_Distribute in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_ENTR

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Entered	Voice	7.0	Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION			
Of all the values returned by the Total_Enter stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Entered in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_FRCD_OFF

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Calls_Forced_Off	Voice	7.0	Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION			
Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_FRWD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Forwarded	Voice	7.0	Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION			
Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_HLD_INB

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Calls_Held_Inbound	Voice	7.0	Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION			
Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_HLD_INB_T

Stat Type Name	Solution	Introduced In	Parameter
Hold_Time_Inbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_HLD_OUT

Stat Type Name	Solution	Introduced In	Parameter
Calls_Held_Outbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_HLD_OUT_T

Stat Type Name	Solution	Introduced In	Parameter
Hold_Time_Outbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_INB

Stat Type Name	Solution	Introduced In	Parameter
Calls_Inbound	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_INT_MD

Stat Type Name	Solution	Introduced In	Parameter
Calls_Internal_Made	Voice	7.0	Filter: VoiceCall
Used By The Following ODS Layout Templates			
VOICE_A VOICE_AG VOICE_P VOICE_PG			
Description			
Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the "Stat Server Stat Type Definition" section for a complete description.			

VOICE_INT_MD_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Internal_Time_Made	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION

Of all the values returned by the Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_INT_TK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Calls_Internal_Taken	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION

Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_INT_TK_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Internal_Time_Taken	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION

Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_MAX

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Maximum_Calls	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES	
VOICE_GQ	VOICE_Q

DESCRIPTION

Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_MIN

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Minimum_Calls	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES		
VOICE_GQ	VOICE_Q	VOICE_RP

DESCRIPTION

Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_OUT

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Calls_Outbound	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION
Of all the values returned by the Calls_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_RLSD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
N_Released	Voice	7.2	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
VOICE_T

DESCRIPTION
Of all the values returned by the N_Released stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to N_Released in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_SENT_Q

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Total_Sent_To_Queue	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES	
VOICE_GQ	VOICE_Q

DESCRIPTION
Of all the values returned by the Total_Sent_to_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_TFR_MD

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Transfers_Made	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION
Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_TFR_TK

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Transfers_Taken	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES			
VOICE_A	VOICE_AG	VOICE_P	VOICE_PG

DESCRIPTION
Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_TLK_INB_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Talk_Time_Inbound	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
VOICE_A   VOICE_AG   VOICE_P   VOICE_PG

DESCRIPTION
Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the "Stat Server Stat Type Definition" section for a complete description.

VOICE_TLK_OUT_T

STAT TYPE NAME	SOLUTION	INTRODUCED IN	PARAMETER
Talk_Time_Outbound	Voice	7.0	Filter: VoiceCall

USED BY THE FOLLOWING ODS LAYOUT TEMPLATES
VOICE_A   VOICE_AG   VOICE_P   VOICE_PG

DESCRIPTION
Of all the values returned by the Talk_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the "Stat Server Stat Type Definition" section for a complete description.

11 Historical Reporting Metrics–Sourced from GIM

This section describes the historical metrics that are used in CCPulse+ query-based templates. Genesys Info Mart (GIM) is the data source for these metrics that report on contact center activity and on the contact center resources that handle this activity.

A query-based metric is derived from a SQL query in order to produce reports off Info Mart.

Descriptions of Form Labels

Form Title   The name of the CCPulse+ query-based metric.

Statistical Group   Lists the statistical grouping under which the metric falls.

> **Note:** For the statistical groups that define time ranges (for example, 0–15), the default time ranges are documented. You can customize the time ranges during Genesys Info Mart deployment. If you do that, see "Customizing Report Time Ranges" on .

Solution   GIM Inbound Voice is currently the only product area using query-based metrics from Genesys Info Mart.

Introduced In   Identifies the GA release in which this metric was first introduced. All metrics are available in the current release.

Data Type   One of the following:

- Number
- Percent
- String
- Time
- Timestamp

Used by the Following Query-Based Templates   Lists the CCPulse+ query-based templates that contain this metric. Template names change between releases. The value in this field refers to the name of the template in the latest release of Solution Reporting.

Description   Describes the metric's meaning and the calculation method, including any differences between the metric's use for different objects, if applicable.

Contents

This section addresses the following query-based metrics:

(Skill Combination) Ratio
(Skill Combination) Requested
Abandoned
Abandoned Ratio
Answered Ratio
Answered Total
Average ACW - Calls
Average ACW – Matched Calls
Average Handle Time – Calls Answered
Average Handle Time – Matched Calls
Average Hold Time – Calls Answered
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Average Speed of Answer
Average Speed of Answer (ASA)
Average Talk Time – Calls
Average Talk Time – Matched Calls
Average Time to Abandon
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Inbound Calls AHT
Internal Calls AHT
Interval Login Session Duration
Login Date
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Matched Ratio
Matched Total
Maximum Time to Answer

Maximum Time to Match
Not Ready (Reason) Ratio
Not Ready for (Reason)
Not Ready Ratio
Outbound Calls AHT
Ratio
Ratio for Matched Skill to Calls Answered
Ratio for Matched Skill to Total Requested
Reason
Session Duration
Time Available
Time Not Ready
Time to Abandon
Total
Total Abandoned
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Total Calls Internal
Total Calls Outbound
Total Entered
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Transferred – Calls
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Transferred Ratio
Transferred Ratio – Matched Calls

(Skill Combination) Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
General Skill Demand Report

DESCRIPTION
The percentage of inbound voice interactions in which a caller requested a given skill combination, out of the total number of inbound voice interactions that arrived within the reporting interval.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

(Skill Combination) Requested

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES
General Skill Demand Report

DESCRIPTION
The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Abandoned

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Report

DESCRIPTION
The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval but were abandoned. The interactions that were abandoned while ringing are included in this statistic.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Abandoned Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Report

DESCRIPTION
The percentage of inbound voice interactions in which a caller requested a given skill combination, and which were abandoned, out of the total number of inbound voice interactions that arrived within the reporting interval. The interactions that were abandoned while ringing are included in this statistic.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Answered Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Answered Report	Skill Combination Report

DESCRIPTION

The percentage of inbound voice interactions in which a caller requested a given skill combination, and which were answered by agents, out of the total number of inbound voice interactions in which this skill combination was requested within the reporting interval.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Answered Total

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Answered Report	Skill Combination Report

DESCRIPTION

The total number of inbound voice interactions in which a caller requested a given skill combination, and which arrived within the reporting interval and were answered by agents.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average ACW - Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The average time that agents spend on after-call work after they handled the inbound voice interactions in which callers requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average ACW – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The average time that agents spend on after-call work after they handled the inbound voice interactions in which callers requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Handle Time – Calls Answered

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The average time that agents spend handling the inbound voice interactions in which callers requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Handle Time – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION

The average time that agents spend handling the inbound voice interactions in which callers requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Hold Time – Calls Answered

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The average time that the callers who requested a given skill combination spend on hold. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Hold Time – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION

The average time that the callers who requested a given skill combination spend on hold. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Speed of Answer

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION
The average time it takes to answer the calls in which a particular skill combination was requested. This time is referred to as either *Average Speed of Answer (ASA)* or *Average Time to Answer.* A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Speed of Answer (ASA)

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Report

DESCRIPTION
The average time it takes to answer the calls in which a particular skill combination was requested. This time is referred to as either *Average Speed of Answer (ASA)* or *Average Time to Answer.* A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Talk Time – Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION
The average time that agents spend talking to the callers who requested a given skill combination. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval and were answered by agents. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Talk Time – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION
The average time that agents spend talking to the callers who requested a given skill combination. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Time to Abandon

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Skill Combination Report			
DESCRIPTION			

The average time after which the callers who requested a particular skill combination abandon their calls.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Average Time to Match

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Skill Combination Matched Report Skill Combination Report			
DESCRIPTION			

The average time it takes to match a caller who requested a particular skill combination with an agent who possesses the requested skills, and for the agent to answer the call.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Inbound Calls AHT

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Agent Task Report			
DESCRIPTION			

The average time it takes to handle an inbound voice interaction. AHT stands for *Average Handling Time*.

Internal Calls AHT

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Agent Task Report			
DESCRIPTION			

The average time it takes to handle an internal voice interaction. AHT stands for *Average Handling Time*.

Interval Login Session Duration

STAT GROUP Time Group	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The duration of an agent's login session that falls within the reporting interval. If an agent logs out by the end of the reporting interval, the value of this statistic equals the difference between the time when the agent logged out or when the data was last loaded into the Genesys Info Mart database (whichever occurred first) and the time when the interval started or when the agent logged in (whichever occurred last). If an agent does not log out by the end of the reporting interval, the value of this statistic equals the difference between the time when the interval ended or when the data was last loaded to the Genesys Info Mart database (whichever occurred first), and the time when the interval started or when the agent logged in (whichever occurred last).			

Login Date

STAT GROUP Session	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Timestamp
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The time when an agent logs in at a voice channel.			

Logout Date

STAT GROUP Session	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Timestamp
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Login Session Report			
DESCRIPTION The time when an agent logs out from a voice channel. If an agent does not log out by the end of the reporting interval, this statistic has no value.			

Matched Ratio

STAT GROUP Main	SOLUTION GIM Inbound Voice	INTRODUCED IN 7.2	DATA TYPE Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES Skill Combination Matched Report			
DESCRIPTION The percentage of inbound voice interactions that were *matched*—that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the inbound voice interactions in which callers requested a particular skill combination. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.			

Matched Total

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Matched Report	Skill Combination Report

DESCRIPTION

The total number of inbound voice interactions that were *matched*—that is, the interactions in which callers requested a particular skill combination and which were answered by agents who possessed the requested skills at the required, or a higher, level.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Maximum Time to Answer

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The maximum time it takes to answer an inbound voice interaction in which a caller requested a particular skill combination.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Maximum Time to Match

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION

The maximum time it takes to match a caller who requested a particular skill combination with an agent who possesses the requested skills at the required, or a higher, level, and for the agent to answer the call.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Not Ready (Reason) Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Not Ready Time	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Not Ready Reason Report

DESCRIPTION

The percentage of time an agent has been in the NotReady state for a certain reason, out of all the time the agent spent in the NotReady state. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desktop.

Not Ready for (Reason)

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Not Ready Time	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Not Ready Reason Report			
DESCRIPTION			

The total time an agent has been in the NotReady state for a certain reason. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desk-top.

If no reason is provided by an agent, Not Available is displayed as a reason value.

Not Ready Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Agent Task Report			
DESCRIPTION			

The percentage of time an agent has been in the NotReady state, out of all the time the agent was logged in during the reporting interval.

Outbound Calls AHT

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Agent Task Report			
DESCRIPTION			

The average time it takes to handle an outbound voice interaction. AHT stands for *Average Handling Time*.

Ratio[1]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Percent
USED BY THE FOLLOWING CCPULSE+ QUERIES			
Delay Before Abandon Performance Report	Delay Before Abandon Performance Report (by Skill Combination)		
DESCRIPTION			

The percentage of inbound voice interactions in which callers requested a particular skill combination and then abandoned the interaction, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15-30, 30-60, and >60.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Ratio[2]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Answered Report	

DESCRIPTION
The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were answered by agents, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15-30, 30-60, and >60. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Ratio[3]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Matched Report	

DESCRIPTION
The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were matched to the agents who possessed the requested skills, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15-30, 30-60, and >60. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Ratio for Matched Skill to Calls Answered

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Report

DESCRIPTION
The percentage of inbound voice interactions that were *matched*—that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the answered inbound voice interactions in which callers requested a particular skill combination. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Ratio for Matched Skill to Total Requested

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Report

DESCRIPTION
The percentage of inbound voice interactions that were *matched*—that is, answered by agents who possessed the requested skills at the required, or a higher, level—out of all the inbound voice interactions in which callers requested a particular skill combination, whether these interactions were answered or abandoned. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Reason

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Not Ready Time	GIM Inbound Voice	7.2	String

USED BY THE FOLLOWING CCPULSE+ QUERIES
Not Ready Reason Report

DESCRIPTION
The reason an agent was in the NotReady state. This statistic accounts for software reasons only—that is, the reasons established at a software level by a request from a software application, such as an agent desktop. If no reason is provided by an agent, Not Available is displayed as a reason value.

Session Duration

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Time Group	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Agent Login Session Report

DESCRIPTION
The duration of an agent's login session—that is, the difference between the time when the agent logged in at a voice channel, and the time when the agent logged out—regardless of whether the login and logout times fall within the reporting interval. If an agent logs out by the end of the reporting interval, the value of this statistic equals the difference between the time when the agent logged out or when the data was last loaded into Info Mart (whichever occurred first) and the time when the agent logged in. If an agent does not log out by the end of the reporting interval, the value of this statistic equals the difference between the time when the data was last loaded into Info Mart, and the time when the agent logged in.

Time Available

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Agent Task Report

DESCRIPTION
The total time an agent was logged in at a voice channel and in the Ready state—that is, available to handle voice interactions—during the reporting interval.

Time Not Ready

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES
Agent Task Report

DESCRIPTION
The total time an agent was logged in at a voice channel and in the `NotReady` state during the reporting interval.

Time to Abandon[1]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Average	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Delay Before Abandon Performance Report	Delay Before Abandon Performance Report (by Skill Combination)

DESCRIPTION
The average time after which the callers who requested a particular skill combination abandon their calls.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Time to Abandon[2]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Maximum	GIM Inbound Voice	7.2	Time

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Delay Before Abandon Performance Report	Delay Before Abandon Performance Report (by Skill Combination)

DESCRIPTION
The maximum time after which a caller who requested a particular skill combination abandons the calls.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Total[1]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Delay Before Abandon Performance Report	Delay Before Abandon Performance Report (by Skill Combination)

DESCRIPTION
The total number of inbound voice interactions in which callers requested a particular skill combination and then abandoned the interaction, within the predefined period of time. The default time intervals, in seconds, are `0–15`, `15-30`, `30-60`, and `>60`.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Total[2]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Answered Report	

DESCRIPTION
The total number of inbound voice interactions in which callers requested a particular skill combination, and which were answered by agents, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15-30, 30-60, and >60. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Total[3]

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
0-15 15-30 30-60 >60	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Skill Combination Matched Report	

DESCRIPTION
The total number of inbound voice interactions in which callers requested a particular skill combination, and which were matched to the agents who possessed the requested skills, within the predefined period of time. The default time intervals, in seconds, are 0–15, 15-30, 30-60, and >60. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Total Abandoned

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Total	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES	
Delay Before Abandon Performance Report	Delay Before Abandon Performance Report (by Skill Combination)

DESCRIPTION
The total number of inbound voice interactions in which callers requested a particular skill combination and later abandoned the interactions. This statistic also accounts for interactions that were abandoned while ringing. A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Total Calls Inbound

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct inbound voice interactions handled at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those inbound voice interactions.			

Total Calls Internal

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct internal voice interactions handled—that is, either initiated or received—at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those internal voice interactions.			

Total Calls Outbound

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number
USED BY THE FOLLOWING CCPULSE+ QUERIES Agent Task Report			
DESCRIPTION The total number of distinct outbound voice interactions handled at this agent's DN within the reporting interval, including when this agent's DN was the recipient of consultation calls associated with those outbound voice interactions.			

Total Entered

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number
USED BY THE FOLLOWING CCPULSE+ QUERIES General Skill Demand Report			
DESCRIPTION The total number of inbound voice interactions that arrived at the specified resource within the reporting interval.			

Total Not Ready

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Not Ready Time	GIM Inbound Voice	7.2	Time
USED BY THE FOLLOWING CCPULSE+ QUERIES Not Ready Reason Report			
DESCRIPTION The total time an agent was logged in at a voice channel and in the NotReady state during the reporting interval.			

Total Requested

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES		
Skill Combination Answered Report	Skill Combination Matched Report	Skill Combination Report

DESCRIPTION

The total number of inbound voice interactions in which callers requested a particular skill combination.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Transferred – Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The total number of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval, and that were answered by agents prior to being transferred.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Transferred – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Number

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION

The total number of inbound voice interactions in which callers requested a particular skill combination and which were transferred at least once while being handled by an agent. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Transferred Ratio

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Answered Report

DESCRIPTION

The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent, out of all the calls with that same skill combination that were handled by agents within the reporting interval. This statistic accounts for all the calls with a given skill combination that arrived within the reporting interval, and that were answered by agents prior to being transferred.

A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Transferred Ratio – Matched Calls

STAT GROUP	SOLUTION	INTRODUCED IN	DATA TYPE
Main	GIM Inbound Voice	7.2	Percent

USED BY THE FOLLOWING CCPULSE+ QUERIES
Skill Combination Matched Report

DESCRIPTION
The percentage of inbound voice interactions in which callers requested a particular skill combination, and which were transferred at least once while being handled by an agent, out of all the calls with that same skill combination that were handled by agents within the reporting interval. Out of the calls with a given skill combination that arrived within the reporting interval, this statistic accounts for only those calls that were *matched*—that is, answered by agents who possessed the requested skills at the requested, or a higher, level—prior to being transferred.
A *skill combination* is a set of skills that customers select as relevant for handling their interactions. The skill combination associated with a given interaction is the first set of skills requested during the interaction lifetime.

Chapter

12 Stat Server Stat Type Definitions

Historical Reporting metrics are based on the Genesys Statistics Model, which employs statistical types, or stat types for short (in conjunction with filter, time range, time profile, and user data) to define a metric. Stat types, defined within the Configuration Manager, determine how statistics are calculated. The following elements define a basic stat type:

- `Category`
- `Subject`
- `Objects`
- `MainMask`
- `RelMask`
- `Formula`
- `UseSourceTimeStamps`

Java stat types (referencing using a Stat Server Java extension) are defined with the following elements:

- `Category`
- `JavaSubCategory`
- `Business Attribute`
- `Object`
- `AggregationType`

Also impacting a metric's value is the notification mode, notification frequency, and insensitivity. Not all of these elements, however, are required to define a stat type. Their definitions are discussed at length in the "Statistical Type" section of the *Overview* book of the *Reporting Technical Reference* series as well as the *Framework Stat Server User's Guide*. Also, refer to the *Customization* book of the *Reporting Technical Reference* series to learn how to create your own custom stat types.

This chapter includes the following sections:

Stat Types in Configuration Server

Figure 9 shows the Options tab of a sample Stat Server Application object, ER_StatServer, in Configuration Manager where five of the ten elements are used to define the AverAbandCallTime stat type.

Figure 9:   The AverAbandCallTime Stat Type Showing Its Elements

Metrics, used by Data Sourcer to request statistics from Stat Server, are termed *basic metrics*. Basic metrics are elementary; that is, it is possible to calculate other metrics (such as averages and percentages) from basic metrics. Metrics used by Real-Time Reporting could be more complicated, and hence, unsuitable for additional aggregation. Such would be the case for stat types that determine averages and for the ServiceFactor1 stat type.

Some statistics requested by CCPulse+ are snapshots of some real-time values (with delays from one to three seconds). Other statistics are historical in nature, so essentially data for such statistics is aggregated for some period of time (hourly or daily, but 24 hours is the maximum interval for gathering data for historical statistics). Current statistics could present data that exceeds the 24-hour limit—there are no time limitations for current statistics. For example, current logout time for an agent could be seen in CCPulse+ equal to several days.

All stat types require masks—the action or status element of a statistical type that determines how to calculate the statistic. And some stat types used by CCPulse+ (ServiceFactor1, for example) have masks that cannot be customized.

Real-time stat types pertaining to current statistical categories use computations not present in historical stat types. For example, current aggregated values are based only

on durable actions and statuses occurring at the present moment—an agent is participating in a chat session right now, for example. These values do not depend on computational intervals. Refer to the *Framework Stat Server User's Guide* for a more in-depth discussion of these statistical categories.

The statistical categories used in Historical Reporting stat types include:

- `MaxTime`
- `TotalTime`
- `TotalAdjustedTime`
- `TotalCustomValue`
- `TotalNumber`
- `TotalNumberInTimeRange`
- `TotalAdjustedNumber`

In a standard Framework installation, the Configuration Server provides several predefined stat types that Stat Server and Data Sourcer rely upon. When Data Sourcer is run for the first time following a standard Data Sourcer installation, Data Sourcer creates the `OL_STAT_TYPE` and `OL_STATISTIC_CATEG` tables in ODS and initializes them with all of the predefined statistical types and categories. Not all of them are used by the statistics listed in the Genesys-provided ODS layout templates. This section describes only those that are actively used in the layout templates.

Listing of Stat Types

This section addresses the following statistical type definitions, which are based on Stat Server Java Extensions, as well as those regular stat types (see next page) defined directly within Stat Server. This section does *not* describe stat types that are not used in Genesys-provided, out-of-box templates.

VCB Extension

CallbacksAccepted
CallbacksAcceptedASAP
CallbacksAcceptedScheduled
CallbacksAnswered
CallbacksDialed
CallbacksProcessed
CallbacksSubmitted

eService Contact Extension

General_Email_Entered
General_Email_Forwarded
General_Email_In_Processing
General_Email_Internal
General_Email_Maximum
General_Email_Minimum
General_Email_Not_Submitted
General_Email_Oldest_Age
General_Email_Outbound
General_Email_Redirected
General_Email_Responded
General_Email_Response_Time
General_Email_Terminated

eService Interaction Extension

Chat_Current_Handled
Chat_Current_Waiting
Chat_Total_Abandoned
Chat_Total_Answer_Time
Chat_Total_Answered
Chat_Total_Entered
Chat_Total_Handle_Time
Chat_Total_Inbound_Handled
Chat_Total_Transfers
General_Email_Transfers
General_Email_Waiting_Processing
IxnQueue_Email_Entered
IxnQueue_Email_In_Processing
IxnQueue_Email_In_Queue
IxnQueue_Email_Maximum
IxnQueue_Email_Minimum
IxnQueue_Email_Moved
IxnQueue_Email_Stopped
IxnQueue_Email_Waiting_Processing

Regular Stat Types

AbandCallsPercentage
AbandTime
ACW_Time_Inbound
ACW_Time_Other
ACW_Time_Outbound
AgentLogInTime
AgentReadyTime
AverAbandCallTime
AverASM_EngagedStatusTime
AverConsultDNActionTime
AverConsultPlaceStatusTime
AverConsultStatusTime
AverDistribCallTime
AverHandleDNActionTime
AverHandlePlaceStatusTime
AverHandleStatusTime
AverHandleStatusTimewithASM
AverInboundDNActionTime
AverInboundPlaceStatusTime
AverInboundStatusTime
AverOutboundDNActionTime
AverOutboundPlaceStatusTime
AverOutboundStatusTime
Calls_Consult_Made
Calls_Consult_Taken
Calls_Forced_Off
Calls_Held_Inbound
Calls_Held_Outbound
Calls_Inbound
Calls_Internal_Made
Calls_Internal_Taken
Calls_Outbound
CallsAbandoned
CallsAbandonedInTimeRange
CallsAnswered
CallsDistributed
CallsEntered
CallsExited
CallsExitedInTimeRange
CallsReleased
CampAbandoned
CampAnsweringMachine
CampAnswers
CampBusy
CampCallbacksCompleted
CampCallbacksMissed
CampCallbacksScheduled
CampCancel
CampCurrentState
CampDialMade
CampDoNotCall
CampDropped
CampEstimatedTimeToComplete

CampFaxModem
CampGrActivatedDuration
CampGrCurrElapsedSystemErrorTime
CampGrCurrElapsedTimeForCurrDialMode
CampGrCurrElapsedWaitingAgentsTime
CampGrCurrElapsedWaitingPortTime
CampGrCurrElapsedWaitingRecordsTime
CampGrDeactivatedDuration
CampGrRunningDuration
CampGrSystemErrorDuration
CampGrWaitingAgentsDuration
CampGrWaitingPortDuration
CampGrWaitingRecordsDuration
CampHitRatio
CampNoAnswer
CampNoRPC
CampPersonalCallbacksCompleted
CampPersonalCallbacksMissed
CampPersonalCallbacksScheduled
CampRecordsCompleted
CampSITDetected
CampSITInvalidNum
CampSITNoCircuit
CampSITOperIntercept
CampSITReorder
CampSITUnknown
CampSITVacant
Consult_Time_Made
Consult_Time_Taken
CurrAgentsLoggedIn
CurrAgentsLoggedInQueue
CurrAgentsReadyInQueue
CurrAgentsReadyRatio
Current_In_Queue
Current_Interaction_In_Processing
Current_Interactions_In_Processing
CurrentAgentState
CurrentDNState
CurrentGroupState
CurrentNotReadyAgents
CurrentPlaceState
CurrentReadyAgents
CurrMaxCallWaitingTime
CurrNumberACWStatuses
CurrNumberASM_EngagedStatuses
CurrNumberASMOutboundStatuses
CurrNumberConsultStatuses
CurrNumberDialingStatuses
CurrNumberHoldStatuses
CurrNumberInboundStatuses
CurrNumberInternalStatuses
CurrNumberNotReadyStatuses
CurrNumberOutboundStatuses

CurrNumberRingingStatuses
CurrNumberWaitingCalls
CurrNumberWaitStatuses
DistribCallsPercentage
DistributeTime
EstimTimeToDistribCall
ExpectedWaitTime
Hold_Time_Inbound
Hold_Time_Outbound
Inbound_Interactions_Stopped
Inbound_Transfers_Made
Interactions_Accepted
Interactions_Offered
Interactions_Processed
Interactions_Processing_Time
Interactions_Pulled
Interactions_Rejected
Interactions_Timed_Out
Internal_Interactions_Initiated
Internal_Time_Made
Internal_Time_Taken
Max_Time_to_Abandon
Max_Time_to_Answer
Maximum_Calls
MediaX_Current_In_Processing_In_Queue
MediaX_Current_In_Queue
MediaX_Current_Waiting_Processing_In_Queue
MediaX_Maximum_Interactions_In_Queue
MediaX_Minimum_Interactions_In_Queue
MediaX_Stopped_Processing_In_Queue
MediaX_Total_Entered_Queue
MediaX_Total_Moved_From_Queue
N_Calls_Cleared
N_Calls_Distributed
N_Released
NotReadyAgentsRatio
Outbound_Interactions_Initiated
ServiceFactor1
Talk_Time_Inbound
Talk_Time_Outbound
Total_Abandon_Time
Total_Abandoned
Total_Abandoned_WR
Total_AfterCallWork_Agent_St_Number
Total_Answered
Total_ASM_Engage_Time
Total_Calls
Total_Calls_Abandoned
Total_Calls_Answered
Total_Calls_Answered_In_Threshold
Total_Calls_ASM_Outbound
Total_Calls_ASM_Received
Total_Calls_Consult

Total_Calls_Dialed
Total_Calls_Distributed
Total_Calls_Distributed_In_Threshold
Total_Calls_Entered
Total_Calls_Inbound
Total_Calls_Internal
Total_Calls_Outbound
Total_Calls_Unknown
Total_Cleared
Total_Consult_Talk_Time
Total_Dialing_Number
Total_Dialing_Time
Total_Distribute_Time
Total_Distributed
Total_Entered
Total_Forwarded
Total_Hold_Time
Total_Inbound_Handled
Total_Login_Time
Total_Not_Ready_Agent_St_Number
Total_Not_Ready_Agent_St_Time
Total_Not_Ready_Number
Total_Not_Ready_Time
Total_Number_Being_Monitored
Total_Number_Coached
Total_Number_Coaching_By_Intrusion_Initiated
Total_Number_Coaching_By_Request_Initiated
Total_Number_Conferences_Initiated
Total_Number_Conferences_Joined
Total_Number_Interactions_Invited_For_Coaching
Total_Number_of_Conferences
Total_Number_Of_Joined_To_Conference_By_Intrusion
Total_Number_Of_Monitoring_Initiated
Total_Number_of_Transfers_Made
Total_Number_of_Transfers_Taken
Total_Number_on_Hold
Total_Number_Transfers_Made
Total_Number_Transfers_Taken
Total_Processing_Time
Total_Ready_Time
Total_Ringing_Number
Total_Ringing_Time
Total_Sent_To_Queue
Total_Short_Abandoned_Calls
Total_Talk_Time
Total_Talk_Time_ASM_Outbound
Total_Talk_Time_Inbound
Total_Talk_Time_Internal
Total_Talk_Time_Outbound
Total_Talk_Time_Unknown
Total_Time_ASM_Engage
Total_Time_to_Abandon
Total_Time_To_Abandon

Total_Time_to_Answer
Total_Time_to_Distribute
Total_Time_To_Distribute
Total_Wait_Agent_St_Number
Total_Wait_Agent_St_Time
Total_Wait_Number
Total_Wait_Time
Total_Work_Number
Total_Work_Time
TotalAfterCallWorkDNStatusTime
TotalAfterCallWorkPlaceStatusTime
TotalAfterCallWorkStatusTime
TotalEWT

TotalNotReadyDNStatusTime
TotalNotReadyPlaceStatusTime
TotalNumberConsultCalls
TotalNumberInboundCalls
TotalNumberInternalCalls
TotalNumberOutboundCalls
TotalTalk_Agent_St_Time
TotalTalkDNStatusTime
TotalTalkPlaceStatusTime
Transfers_Made
Transfers_Taken
VCB_Result
VoiceTotalEntered

Descriptions of Form Labels

Form Title   The name of the statistical type.

Main Mask   Lists the actions or statuses Stat Server uses in this statistic's calculation. For example, the CallAnswered mask in concert with the DNAction subject instructs Stat Server to measure answered voice (DN) interactions. One or more main masks must be specified for each stat type.

Relative Mask   Provides an additional list of actions to calculate the statistic (a variable in the statistic category formula). Relative mask specification is optional. Refer to the discussion about relative masks in the *Overview* book of the *Reporting Technical Reference* series for a more detailed explanation.

Aggregation Type   Applicable only if the JavaSubCategory field points to a Java Extension. The Java aggregation types employed in Reporting include one of the following:

- Maximum

- Minimum

- Total

Category   Specifies the rule Stat Server uses to aggregate statistics. For instance, for the Total_Calls_Answered stat type, Stat Server is to sum the number of calls answered to arrive at a total number (TotalNumber). One, and only one, category must be specified for each stat type.

Subject   Subject is determined by the type of elementary values that will be used for category calculation. More strictly, subject determines the significance of main and relative masks. For example, the DNAction forces Stat Server to treat main and relative mask entries as names of DNActions; the AgentStatus subject forces Stat Server to treat main and relative mask entries as names of AgentStatuses. The Action subject type is new to the 7.0 release and is used in the definition of some new stat types in this section.

JavaSubCategory   Applicable only if the value specified in the Category field is JavaCategory. The value in the JavaSubCategory field indicates the name of a Java extension. Where no Java extension is indicated, this value reads N/A for not applicable.

Object Type(s)   Lists the device objects to which Stat Server actions (main masks) could be applied. For example, the `CallAnswered` action could be applied to the `GroupQueues, Queue,` and `RoutePoint` objects for the `Total_Calls_Answered` stat type to measure the calls answered within the specified group of queues, within a specified queue, or within a specified route point. One or more object types must be specified for each stat type.

> **Note:** References to "queues" and "queue groups" in this document might include mediation DN devices associated with Interaction Server, such as workbins and interaction queues.

Description   Provides a general description of what a statistic defined using this stat type measures. This section also lists differences in definitions throughout the releases.

> **Note:** In addition to voice interactions, references to "calls" in this document might include interactions that are sourced from Interaction Server, such as chat sessions, or SIP Server, such as instant messages.

Introduced In   Identifies the GA release in which this stat type was first introduced.

Discontinued In   Identifies the first GA release in which this stat type was no longer used in Genesys-provided solution reports. This not to imply that the stat type is no longer available. Where a stat type is still available, this value reads `N/A` for not applicable.

Formula   Indicates whether the stat type is distinguishable by connection ID. If so, DCID appears. If not, `N/A` denotes not applicable. This field only appears for regular stat types.

Extended Parameters   Indicates the additional parameters that are passed to the Stat Server Java Extension. If no additional parameters are passed, `N/A` denotes not applicable. This field only appears for stat types that are based on Stat Server Java Extensions.

Used in Which Reporting Application   Either or both of:
- Historical Reporting
- Real-Time Reporting

Solution Reporting Stat Types

AbandCallsPercentage

MAIN MASK		DESCRIPTION
CallAbandoned		The percentage of live or virtual voice interactions abandoned on a specified queue or at a specified route point relative to the total number of calls distributed and calls abandoned from that queue or route point during the same period of time. (In CCPulse+, voice interactions are considered abandoned when the caller hangs up while waiting on a queue or while the phone is ringing.)

RELATIVE MASK	AGGREGATIONTYPE
CallDistributed, CallAbandoned	N/A

CATEGORY	SUBJECT
RelativeNumber-Percentage	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

DESCRIPTION

The percentage of live or virtual voice interactions abandoned on a specified queue or at a specified route point relative to the total number of calls distributed and calls abandoned from that queue or route point during the same period of time. (In CCPulse+, voice interactions are considered abandoned when the caller hangs up while waiting on a queue or while the phone is ringing.)

- AbandCallsPercentage applied to GroupQueues shows the percentage of abandoned voice interactions on all the queues in the group relative to the total number of calls abandoned on or distributed from the specified group of queues.
- If a voice interaction appears on the specified object (Queue or Route Point) several times during the interaction's life cycle, all successful distributions of that interaction are counted in CallDistributed (if the DistinguishByConnectionID attribute is not set).

The percentage of abandoned calls is calculated as follows:
```
(Sum(CallAbandoned) * 100) /
(Sum(CallDistributed) + Sum(CallAbandoned))
```

Interactions redirected from a queue (CallCleared) are not included in the calculation for AbandCallsPercentage. CallDistributed and Call-Cleared are separate actions. This stat type does not take CallCleared (redirected calls) into account.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Real-Time Reporting

AbandTime

MAIN MASK		DESCRIPTION
CallAbandoned		

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

DESCRIPTION

The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned. The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams for ACD queues and routing points in the *Overview* book of the *Reporting Technical Reference* series.

Abandoned time includes only the portion of the time that the interaction spends on the specified object (Queue or Route Point) before being abandoned at this object. This stat type does not count instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).

Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all queues in the group.

DCID was first applied in the 7.0.1 release of this stat type.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	DCID	Historical Reporting, Real-Time Reporting

ACW_Time_Inbound

MAIN MASK		DESCRIPTION
AfterCallWorkInbound		The total amount of time that this agent's directory number(s) spend(s) in AfterCallWorkInbound status while the agent is performing after-call work for inbound calls during the reporting interval.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	DNStatus

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
Agent, Place, GroupAgents, GroupPlaces

DESCRIPTION

The total amount of time that this agent's directory number(s) spend(s) in AfterCallWorkInbound status while the agent is performing after-call work for inbound calls during the reporting interval.

- Applied to Place, this stat type calculates the total time in AfterCall-WorkInbound status for all DNs configured for the specified place.
- Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents in the specified agent group.
- Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents logged in at places included in the specified place group.

Note: This stat type counts ACW that starts while an associated inbound call is still in progress.

ACW_Time_Inbound is calculated as follows:
`Sum(DN_AfterCallWorkInboundStatus.time)`

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

ACW_Time_Other

MAIN MASK		DESCRIPTION
AfterCallWorkUnknown, AfterCallWork Internal, AfterCallWorkConsult		

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	DNStatus

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
Agent, Place, GroupAgents, GroupPlaces

DESCRIPTION

The total amount of time agents spent performing after-call work for internal and consult calls as well as after-call work that cannot be associated with any call during the reporting interval. This stat type includes ACW that started while the associated consult and internal calls were in progress as well as all ACW sessions that started after the associated calls were released.

- Applied to GroupAgents, this stat type returns the total duration of ACW for such calls for all the agents of the specified agent group.
- Applied to GroupPlaces, this stat type returns the total duration of ACW for such calls for all the agents logged in to places belonging to the specified place group.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

ACW_Time_Outbound

MAIN MASK AfterCallWorkOutbound		DESCRIPTION The total amount of time that an agent's directory number(s) spend(s) in AfterCallWorkOutbound status performing after-call work for outbound calls during the reporting interval. • Applied to Place objects, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs configured for the specified place. • Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents in the specified agent group. • Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents logged in at places included in the specified place group. **Note:** This stat type counts ACW that starts while an associated outbound call is still in progress. This stat type excludes durations of voice interactions placed on hold by the agent. This statistic excludes the related after call work time. This statistic also excludes the time spent on the outbound voice interactions that are part of outbound campaigns, including ASM. This stat type is calculated as follows: `Sum(DN_AfterCallWorkOutboundStatus.time)`	
RELATIVE MASK N/A	AGGREGATION TYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVA SUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

AgentLogInTime

MAIN MASK AgentLogin		DESCRIPTION The total amount of time that agents were logged into this queue for the first time through a DN that belongs to a place. Agents can subsequently log into other DNs, however, this stat type pertains to the duration of the agent's first login into the queue. When applied to GroupQueues, this stat type calculates total agent login duration into all of the queues that belong to the group. **Note:** This stat type does not apply to RoutePoint objects.	
RELATIVE MASK N/A	AGGREGATION TYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVA SUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AgentReadyTime

MAIN MASK		DESCRIPTION
AgentReady		The total amount of time that agents, who are logged in to this queue, spent in Ready mode.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	When applied to GroupQueues, this stat type calculates the agent's total ready duration on all of the queues that belong to the group.
CATEGORY TotalTime	**SUBJECT** DNAction	**Note:** This stat type does not apply to RoutePoint objects.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.2	**DISCONTINUED IN** N/A	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

AverAbandCallTime

MAIN MASK		DESCRIPTION
CallAbandoned		The average amount of time that callers wait on a specified queue or at a specified route point before hanging up during the reporting interval.
RELATIVE MASK CallAbandoned	**AGGREGATIONTYPE** N/A	Applied to GroupQueues, this stat type shows the average amount of time that customers wait on the queues in the specified group before abandoning their calls.
CATEGORY AverageTime	**SUBJECT** DNAction	Note that abandoned calls do not include calls abandoned while ringing. Abandoned time includes only the portion of the time that the call spends on the specified object (Queue or Route Point) before being abandoned at this object. If a call appears several times on the specified object during the call's life cycle, only the time of the last appearance is used in the time calculation.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		This stat type is calculated as follows: `Sum(CallAbandoned.time) / Sum(CallAbandoned)`
		Prior to the 6.0 release, the stat type name was AverAbandTime.
INTRODUCED IN 5.1	**DISCONTINUED IN** N/A	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

AverASM_EngagedStatusTime

MAIN MASK ASM_Engaged		DESCRIPTION The average amount of time during which a specified agent or place is engaged in the ASM (Active Switching Matrix) dialing mode before the status changes from ASM_Engaged to a different status during the reporting interval.
RELATIVE MASK ASM_Engaged	AGGREGATIONTYPE N/A	
CATEGORY AverageTime	SUBJECT AgentStatus	When applied to GroupAgents or GroupPlaces, this stat type returns the average time that agents or places in their respective groups are spending in the ASM dialing mode before transitioning to another state.
JAVASUBCATEGORY N/A		

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place
		This stat type is calculated as follows:
		`Sum(Agent_ASM_EngagedStatus.time) /`
		`Sum(Agent_ASM_EngagedStatus)`
		
		Though this stat type is included in the configuration files deployed for Real-Time Reporting, beginning with release 6.5, this stat type is no longer referenced by any of the metrics provided in the canned reports.

INTRODUCED IN 6.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultDNActionTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that an agent's directory number (RegDN) spends in Consult DN status (consultation calls), whether or not this status is completed during the designated time interval.
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A	
CATEGORY AverageTime	SUBJECT DNAction	Applied to Agent, Place, GroupAgents, or GroupPlaces, this stat type returns the average length of time the corresponding agents' DNs (RegDN) spend on consultation calls.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN		This stat type is calculated as follows: `Sum(DN_ConsultStatus.time) / Sum (DN_ConsultStatus)` Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverConsultDNStatusTime to its current name, AverConsultDNActionTime.
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultPlaceStatusTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that places spend in consult status.
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A	• Applied to GroupAgents, AverConsultStatusTime shows the average time of being in the Consult status for all agents in the specified agent group.
CATEGORY AverageTime	SUBJECT PlaceStatus	• Applied to GroupPlaces, AverConsultStatusTime shows the average time of being in the Consult status for places belonging to the specified place group.
JAVASUBCATEGORY N/A		

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place
		AverConsultPlaceStatusTime is calculated as follows:
		`Sum(Place_ConsultStatus.time)/`
		`Sum(Place_ConsultStatus)`

INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultStatusTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that this agent spends in consult status during the reporting interval.
RELATIVE MASK CallConsult	AGGREGATION TYPE N/A	• Applied to GroupAgents, the stat type calculates the AverConsultStatusTime for all the agents who belong to the specified agent group.
CATEGORY AverageTime	SUBJECT AgentStatus	• Applied to GroupPlaces, the stat type calculates the AverConsultStatusTime for all the agents who are logged in at the places that belong to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		This stat type is calculated as follows: `Sum(Agent_ConsultStatus.time)/` `Sum(Agent_ConsultStatus)`
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A / USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverDistribCallTime

MAIN MASK CallDistributed		DESCRIPTION The average amount of time during the reporting interval that a live or virtual voice or chat interaction waits on a specified queue or at a specified route point before the interaction is distributed.
RELATIVE MASK CallDistributed	AGGREGATION TYPE N/A	Applied to GroupQueues, this stat type is the average wait time before interaction distribution from any queue or route point belonging to the specified group. If an interaction appears several times along the specified object (Queue or Route Point) during the life cycle of the interaction, all successful distributions of that call are counted (if the attribute DistinguishByConnectionID is not set).
CATEGORY AverageTime	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		This stat type is calculated as follows: `Sum(CallDistributed.time) / Sum(CallDistributed)`
		Prior to the 6.0 release, the stat type name was AverDistribTime.
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A / USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleDNActionTime

MAIN MASK		DESCRIPTION
CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown		The average amount of time during the reporting interval that an agent's directory number(s) (DN[s]) spend(s) in the CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses (versus the number of appearances of CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses).

RELATIVE MASK	AGGREGATIONTYPE
CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown	N/A

CATEGORY	SUBJECT
AverageTime	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place, RegDN

DESCRIPTION

The average amount of time during the reporting interval that an agent's directory number(s) (DN[s]) spend(s) in the CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses (versus the number of appearances of CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses).

- Applied to Place, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown DN statuses for all DNs configured for the specified place.
- Applied to GroupAgents, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown DN statuses for all the DNs associated with the agents in the specified agent group.
- Applied to GroupPlaces, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown status for all the DNs associated with agents logged in at the places included in the specified place group.

This stat type is calculated as follows:

```
( Sum(DN_CallInboundStatus.time) +
Sum(DN_CallInternalStatus.time) +
Sum(DN_CallOutboundStatus.time) +
Sum(DN_CallConsultStatus.time) +
Sum(DN_CallUnknownStatus.time) )/
( Sum(DN_CallInboundStatus) +
Sum(DN_CallInternalStatus) +
Sum(DN_CallOutboundStatus) +
Sum(DN_CallConsultStatus) +
Sum(DN_CallUnknownStatus) )
```

Subject changed from DNStatus to DNAction and the AfterCallWork main mask replaced OfflineWorkType1 in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverHandleDNStatus-Time to its current name, AverHandleDNActionTime. In the 8.0 release, CallInternal, CallConsult, and CallUnknown were added to the main and relative masks were added and the AfterCallWork mask was removed.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

AverHandlePlaceStatusTime

MAIN MASK		DESCRIPTION
CallInbound, CallOutbound, OfflineWorkType1		The average length of time during the reporting interval that places spend in the Inbound, Outbound, and AfterCallWork statuses.
RELATIVE MASK CallInbound, Call-Outbound	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, AverHandleStatusTime shows the average time that agents in the specified agent groups are in these statuses.
CATEGORY AverageTime	**SUBJECT** AgentStatus	• Applied to GroupPlaces, this stat type calculates the AverHandleStatusTime for all the places belonging to the specified place group.
JAVASUBCATEGORY N/A		This stat type is calculated as follows: `(Sum(Place_CallInboundStatus.time) +`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		`Sum(Place_CallOutboundStatus.time) +` `Sum(Place_OfflineWorkType1.time)) /` `(Sum(Place_CallInboundStatus) +` `Sum(Place_CallOutboundStatus))`
INTRODUCED IN 6.0	**DISCONTINUED IN** 6.5	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

AverHandleStatusTime

MAIN MASK		DESCRIPTION
AfterCallWork, CallInbound, CallOutbound		The average length of time during the reporting interval that agents spend in the Inbound, Outbound, and AfterCallWork statuses.
RELATIVE MASK CallInbound, CallOutbound	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, the stat type calculates the AverHandleStatusTime for all the agents belonging to the specified agent group.
CATEGORY AverageTime	**SUBJECT** AgentStatus	• Applied to GroupPlaces, the stat type calculates the AverHandleStatusTime for all the agents logged in at the places belonging to the specified place group.
JAVASUBCATEGORY N/A		This stat type is calculated as follows: `(Sum(Agent_CallInboundStatus.time) +`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		`Sum(Agent_CallOutboundStatus.time) +` `Sum(Agent_AfterCallWorkStatus.time)) /` `(Sum(Agent_CallInboundStatus) +` `Sum(Agent_CallOutboundStatus))` The AfterCallWork main mask replaced OfflineWorkType1 in release 6.5.
INTRODUCED IN 6.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

AverHandleStatusTimewithASM

MAIN MASK		DESCRIPTION
AfterCallWork, ASM_Outbound, CallInbound, CallOutbound		The average length of time during the reporting interval that agents spend in the Inbound, Outbound, ASM_Outbound (ASM = Active Switching Matrix dialing mode), and AfterCallWork statuses.

RELATIVE MASK	AGGREGATIONTYPE
ASM_Outbound, CallInbound, CallOutbound	N/A

CATEGORY	SUBJECT
AverageTime	AgentStatus

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION

The average length of time during the reporting interval that agents spend in the Inbound, Outbound, ASM_Outbound (ASM = Active Switching Matrix dialing mode), and AfterCallWork statuses.
- Applied to GroupAgents, the stat type calculates the AverHandle-StatusTimewithASM for all the agents belonging to specified agent group.
- Applied to GroupPlaces, the stat type calculates the AverHandle-StatusTimewithASM for all the agents logged in at places that belong to the specified place group.

This stat type is calculated as follows:
```
( Sum(Agent_CallInboundStatus.time) +
  Sum(Agent_CallOutboundStatus.time) +
  Sum(Agent_AfterCallWorkStatus.time) +
  Sum(Agent_ASMOutboundStatus.time ) )/
( Sum(Agent_CallInboundStatus) +
  Sum(Agent_CallOutboundStatus) +
  Sum(Agent_ASMOutboundStatus) )
```

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	N/A	Real-Time Reporting

AverInboundDNActionTime

MAIN MASK		DESCRIPTION
CallInbound		

RELATIVE MASK	AGGREGATIONTYPE
CallInbound	N/A

CATEGORY	SUBJECT
AverageTime	DNAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place, RegDN

DESCRIPTION

The average amount of time during the reporting interval that an agent's DN (directory number) spends in the Inbound DN status.
- Applied to Agent, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the place where the agent is logged in.
- Applied to Place, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the specified place.
- Applied to GroupAgents, AverInboundDNStatusTime calculates the average time of the agents' Inbound DN status for all the DNs of the agents configured in the AgentGroup.
- Applied to GroupPlaces, AverInboundDNStatusTime calculates the average time of an agent's Inbound DN status for all the DNs configured at the places in the specified PlaceGroup.

This stat type is calculated as follows:
```
Sum(DN_CallInboundStatus.time) /
Sum(DN_CallInboundStatus)
```

Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverInboundDN-StatusTime to its current name, AverInboundDNActionTime.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

AverInboundPlaceStatusTime

MAIN MASK		DESCRIPTION
CallInbound		The average length of time during the reporting interval that places spend in Inbound status.

RELATIVE MASK	AGGREGATIONTYPE
CallInbound	N/A

CATEGORY	SUBJECT
AverageTime	PlaceStatus

DESCRIPTION

The average length of time during the reporting interval that places spend in Inbound status.
Applied to GroupAgents, this stat type calculates the average time of being in this status by all agents belonging to the specified agent group. Applied to GroupPlaces, this stat type calculates the AverInboundStatusTime for all the places belonging to the specified place group.

This stat type is calculated as follows:
```
Sum(Place_CallInboundStatus.time) /
Sum(Place_CallInboundStatus)
```

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	6.5	N/A	Real-Time Reporting

AverInboundStatusTime

MAIN MASK		DESCRIPTION
CallInbound		

RELATIVE MASK	AGGREGATIONTYPE
CallInbound	N/A

CATEGORY	SUBJECT
AverageTime	AgentStatus

DESCRIPTION

The average length of time during the reporting interval that agents spend in Inbound status.
- Applied to GroupAgents, the stat type calculates the AverInboundStatusTime for all the agents belonging to the specified agent group.
- Applied to GroupPlaces, the stat type calculates the AverInboundStatusTime for all the agents logged in at places belonging to the specified place group.

This stat type is calculated as follows:
```
Sum(Agent_CallInboundStatus.time) /
Sum(Agent_CallInboundStatus)
```

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

AverOutboundDNActionTime

MAIN MASK CallOutbound		DESCRIPTION The average amount of time during the reporting interval that an agent's DN spends in Outbound DN Status.
RELATIVE MASK CallOutbound	AGGREGATION TYPE N/A	• Applied to Agent or Place, this stat type calculates the average time that an agent's DN is in Outbound Status for all the DNs configured at the place where the agent is logged in (Agent case) or for all the DNs configured at a specified place (Place case).
CATEGORY AverageTime	SUBJECT DNAction	• Applied to GroupAgents, this stat type calculates the average time that the agents' DNs are in Outbound DN Status for all the DNs configured for places where the agents are logged in.
JAVA SUBCATEGORY N/A		• Applied to GroupPlaces, this stat type calculates the average time of the agents' DNs in Outbound DN Status for all the DNs configured for the places in a specified place group.

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place, RegDN
		This stat type is calculated as follows:
		`Sum(DN_CallOutboundStatus.time) /`
		`Sum(DN_CallOutboundStatus)`
		
		Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverOutbound DNStatusTime to its current name, AverOutboundDNActionTime.

INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundPlaceStatusTime

MAIN MASK CallOutbound		DESCRIPTION The average time in Outbound status by places who are related to the specified group. The stat type calculates the AverOutboundPlaceStatus-Time for all the places belonging to the specified group.
RELATIVE MASK CallOutbound	AGGREGATION TYPE N/A	This stat type is calculated as follows:
CATEGORY AverageTime	SUBJECT PlaceStatus	`Sum(Place_CallOutboundStatus.time) /` `Sum(Place_CallOutboundStatus)`
JAVA SUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundStatusTime

MAIN MASK CallOutbound		DESCRIPTION The average amount of time that agents had calls in Outbound status.
RELATIVE MASK CallOutbound	AGGREGATION TYPE N/A	• Applied to GroupAgents, the stat type calculates the AverOutbound-StatusTime for all the agents of the specified agent group.
CATEGORY AverageTime	SUBJECT AgentStatus	• Applied to GroupPlaces, the stat type calculates the AverOutbound-StatusTime for all the agents who are logged in at places belonging to the specified place group.
JAVA SUBCATEGORY N/A		This stat type is calculated as follows:
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		`Sum(Agent_CallOutboundStatus.time) /` `Sum(Agent_CallOutboundStatus)`

INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CallbacksAccepted

MAIN MASK		DESCRIPTION
N/A		The total number of accepted callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution during the reporting interval. An accepted callback is a callback request that the Voice Callback server acknowledges.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY JavaCategory	**SUBJECT** N/A	When applied to a RoutePoint object, this stat type calculates the total number of accepted ASAP callback submissions on behalf of a particular routepoint, virtual routepoint, or routing queue.
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted		When applied to a Queue object, this stat type returns no values.
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue		When applied to a Switch object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular switch.
		When applied to a Tenant object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant).
		Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN 7.1	**DISCONTINUED IN** N/A	**EXTENDED PARAMETERS** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

CallbacksAcceptedASAP

MAIN MASK		DESCRIPTION
N/A		The total number of accepted ASAP callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution during the reporting interval. An ASAP callback is one where the caller retains their virtual place in the calling queue and will receive a callback from an available agent, regardless of any announced estimated wait time. An accepted callback is a callback request that the Voice Callback server acknowledges.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY JavaCategory	**SUBJECT** N/A	When applied to a RoutePoint object, this stat type calculates the total number of accepted ASAP callback submissions on behalf of a particular routepoint, virtual routepoint, or routing queue.
JAVASUBCATEGORY VCBStatExtension.jar:TotalNumber CallbacksAccepted		When applied to a Queue object, this stat type returns no values.
OBJECT TYPE(S) Tenant, Switch, RoutePoint, Queue		When applied to a Switch object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular switch.
		When applied to a Tenant object, this stat type calculates the total number of accepted callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant).
		Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN 7.1	**DISCONTINUED IN** N/A	**EXTENDED PARAMETERS** VCB_TYPE=1 (signifying "ASAP") **USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

CallbacksAcceptedScheduled

MAIN MASK		DESCRIPTION
N/A		The total number of accepted callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution that were scheduled. A scheduled callback is one where the caller is prompted to enter a date and time when they would like to receive a callback. An accepted callback is a callback request that the Voice Callback server acknowledges.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
JavaCategory	N/A

JAVASUBCATEGORY
VCBStatExtension.jar:TotalNumber
CallbacksAccepted

OBJECT TYPE(S)
Tenant, Switch, RoutePoint, Queue

When applied to a RoutePoint object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to a particular routepoint, virtual routepoint, or routing queue.

When applied to a Queue object, this stat type returns no values.

When applied to a Switch object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular switch.

When applied to a Tenant object, this stat type calculates the total number of accepted and scheduled callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular tenant (through the switches assigned to the tenant).

Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.1	N/A	VCB_TYPE=2 (signifying "Scheduled")	Historical Reporting, Real-Time Reporting

CallbacksAnswered

MAIN MASK		DESCRIPTION
N/A		The total number of callback dial attempts that were made on a particular routepoint or queue in terms of callback request distribution and which were answered.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
JavaCategory	N/A

JAVASUBCATEGORY
VCBStatExtension.jar:TotalNumberClbDial

OBJECT TYPE(S)
Tenant, Switch, RoutePoint, Queue

When applied to a RoutePoint object, this stat type calculates the total number of callback dial attempts that were answered on a particular routepoint, virtual routepoint, or routing queue.

When applied to a Queue object, this stat type calculates the total number of callback dial attempts that were answered on a particular virtual queue.

When applied to a Switch object, this stat type calculates the total number of callback dial attempts that were answered on all routepoints, virtual routepoints, and routing queues assigned to a particular switch.

When applied to a Tenant object, this stat type calculates the total number of callback dial attempts that were answered on all routepoints, virtual routepoints, and routing queues assigned to a particular tenant (through the switches assigned to the tenant).

Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.1	N/A	VCB_CALL_RESULT=33 (signifying "Answer")	Historical Reporting, Real-Time Reporting

CallbacksDialed

MAIN MASK		DESCRIPTION
N/A		The total number of callback dial attempts that were made on a particular routepoint or queue in terms of callback request distribution regardless of call result. Refer to the *Voice Callback 7.1 Reference Manual* for a listing and description of possible call results.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	When applied to a RoutePoint object, this stat type calculates the total number of callback dial attempts on a particular routepoint, virtual routepoint, or routing queue.
CATEGORY	**SUBJECT**	
JavaCategory	N/A	When applied to a Queue object, this stat type calculates the total number of callback dial attempts on a particular virtual queue.
JAVASUBCATEGORY		
VCBStatExtension.jar:TotalNumberClbDial		When applied to a Switch object, this stat type calculates the total number of callback dial attempts on all routepoints, virtual routepoints, and routing queues assigned to a particular switch.
OBJECT TYPE(S)		
Tenant, Switch, RoutePoint, Queue		When applied to a Tenant object, this stat type calculates the total number of callback dial attempts on all routepoints, virtual routepoints, and routing queues assigned to a particular tenant (through the switches assigned to the tenant).
		Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN	**DISCONTINUED IN**	**EXTENDED PARAMETERS**	**USED IN WHICH REPORTING APPLICATION**
7.1	N/A	N/A	Historical Reporting, Real-Time Reporting

CallbacksProcessed

MAIN MASK		DESCRIPTION
N/A		The total number of callback submissions on a particular routepoint or queue that were processed by any agent.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	When applied to a RoutePoint object, this stat type calculates the total number of agent-processed callback submissions on a particular routepoint, virtual routepoint, or routing queue.
CATEGORY	**SUBJECT**	
JavaCategory	N/A	When applied to a Queue object, this stat type calculates the total number of agent-processed callback submissions on a particular virtual queue.
JAVASUBCATEGORY		
VCBStatExtension.jar:TotalNumber CallbacksProcessed		When applied to a Switch object, this stat type calculates the total number of agent-processed callback submissions for all routepoints and virtual routepoints assigned to a particular switch.
OBJECT TYPE(S)		
Tenant, Switch, RoutePoint, Queue		When applied to a Tenant object, this stat type calculates the total number of agent-processed callback submissions for all routepoints and virtual routepoints assigned to a particular tenant (through the switches assigned to the tenant).
		Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN	**DISCONTINUED IN**	**EXTENDED PARAMETERS**	**USED IN WHICH REPORTING APPLICATION**
7.1	N/A	N/A	Historical Reporting, Real-Time Reporting

CallbacksSubmitted

MAIN MASK		DESCRIPTION
N/A		The total number of callback submissions the customer made on behalf of particular routepoint or queue in terms of callback request distribution. A submitted callback request may or may not be accepted by the VCB Server. The request may be rejected, for instance, if there are insufficient licenses or if the caller is on the black list. Refer to the *Voice Callback 7.1 Reference Manual* for additional information.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
JavaCategory	N/A

When applied to a RoutePoint object, this stat type calculates the total number of callback submissions at a particular routepoint, virtual routepoint, or routing queue.

JAVASUBCATEGORY
VCBStatExtension.jar:TotalNumberCallbacksSubmitted

When applied to a Queue object, this stat type returns no values.

OBJECT TYPE(S)
Tenant, Switch, RoutePoint, Queue

When applied to a Switch object, this stat type calculates the total number of callback submissions for all routepoints and virtual routepoints assigned to a particular switch.

When applied to a Tenant object, this stat type calculates the total number of callback submissions assigned to all the routepoints and virtual routepoints belonging to a particular tenant (through the switches assigned to the tenant).

Note: You must have the VCB Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.1	N/A	N/A	Historical Reporting, Real-Time Reporting

Calls_Consult_Made

MAIN MASK		DESCRIPTION
CallConsultOriginated		The total number of consultation voice interactions on an agent's RegDN in which that agent was the initiating party. This stat type excludes unsuccessful attempts to initiate a consult interaction.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were the initiating party.

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, Place, GroupAgents, GroupPlaces

Because DCID is not turned on, this stat type counts every instance of consultation originations even if performed more than once on a single call.

This stat type is calculated as follows:
`Sum (RegDN.CallConsultOriginated)`

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Calls_Consult_Taken

MAIN MASK CallConsultReceived		DESCRIPTION The total number of consultation voice interactions on an agent's RegDN in which that agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were not the initiating party.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction	Because DCID is not turned on, this stat type counts every instance of consultations taken even if performed more than once on a single call.	
JAVASUBCATEGORY N/A		This stat type is calculated as follows: `Sum (RegDN.CallConsultTaken)`	
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Forced_Off

MAIN MASK CallForwardedInbound, CallForwardedOutbound, CallAbandonedfrom-RingingInbound, CallAbandonedfrom-RingingOutbound		DESCRIPTION The total number of inbound and outbound voice interactions offered to, but not accepted by, an agent. This stat type includes interactions that were abandoned or forwarded before the agent had the chance to accept or reject the call.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	This stat type counts each instance of nonacceptance, even if an agent rejects the same interaction more than once.	
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Held_Inbound

MAIN MASK CallOnHoldInbound		DESCRIPTION The total number of inbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction	Because DCID is not turned on, this stat type counts every instance of a held inbound voice interaction even if performed more than once on a single call.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type is calculated as follows: `Sum (RegDN.CallHeldInbound)`	
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Held_Outbound

MAIN MASK CallOnHoldOutbound		DESCRIPTION The total number of outbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held outbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	Because DCID is not turned on, this stat type counts every instance of a held outbound voice interaction even if performed more than once on a single call.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type is calculated as follows: `Sum (RegDN.CallHeldOutbound)`

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Inbound

MAIN MASK CallInbound		DESCRIPTION The total number of live, inbound voice interactions occurring on an agent's DN without considering after-call work. This stat type attributes an inbound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of inbound, interaction processing even if the agent handles a particular inbound interaction more than once.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		Applied to GroupAgents or GroupPlaces, this stat type shows the total number of inbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of inbound call handling by group members even if a particular interaction is transferred more than once within the group.
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		
		This stat type is calculated as follows: `Sum (RegDN.CallInbound)`

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Internal_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total number of live, internal voice interactions on an agent's DN in which the agent was the initiating party. This stat type excludes unsuccessful attempts to initiate an internal interaction.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are the originating party.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type is calculated as follows: `Sum (RegDN.CallInternalOriginated)`

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Internal_Taken

MAIN MASK		DESCRIPTION
CallInternalReceived		The total number of live, internal voice interactions on an agent's DN in which the agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are not the originating party.
RELATIVE MASK N/A	AGGREGATION TYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type is calculated as follows: `Sum (RegDN.CallInternalReceived)`
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Outbound

MAIN MASK		DESCRIPTION
CallOutbound		The total number of live, outbound voice interactions that occurred on an agent's DN within a specified interval. This stat type attributes an out-bound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of out-bound, interaction processing even if the agent handles a particular out-bound interaction more than once. This stat type also counts outbound voice interactions that are part of outbound campaigns, including ASM calls.
RELATIVE MASK N/A	AGGREGATION TYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of outbound call handling by group members even if a particular interaction is transferred more than once within the group. This stat type is calculated as follows: `Sum (RegDN.CallOutbound)`
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandoned

MAIN MASK CallAbandoned		DESCRIPTION The total number of virtual or live voice interactions abandoned on a specified queue or route point. Abandoned interactions include those where a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This stat type sums the number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point. This stat type does not count instances when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging). DCID was first applied in the 7.0.1 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandonedInTimeRange

MAIN MASK CallAbandoned		DESCRIPTION The total number of live or virtual voice interactions abandoned within specified threshold (measured in seconds) on a specified queue or route point. Abandoned interactions include when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This stat type does not count instances within the specified threshold when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging). As applied to GroupQueues, this stat type sums all abandoned interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned off, Stat Server counts every instance of a particular abandoned interaction when it exists on more than one queue or route point. DCID was first applied in the 7.0.1 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAnswered

MAIN MASK		DESCRIPTION
CallAnsweredInbound, CallAnsweredOutbound		The total number of inbound and outbound calls answered by agents during the reporting interval. • Applied to GroupAgents, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account. • Applied to GroupPlaces, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account. This stat type counts each instance of an inbound or outbound call answered by group members, even if a particular interaction is transferred more than once within the group.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Agent, Place, GroupAgents, GroupPlaces	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.2	N/A	N/A	Historical Reporting, Real-Time Reporting

CallsDistributed

MAIN MASK		DESCRIPTION
CallDistributed, CallCleared		The total number of live or virtual voice interactions distributed from a distribution DN. This count includes calls distributed from a distribution DN to another distribution DN and calls that were diverted, or cleared, from one virtual queue to another. Prior to 7.0.1, Stat Server counted each distributed interaction separately, even if the same interaction was distributed from a queue, route point, or group of queues more than once. In 7.0.1 and forward releases, Stat Server only counts unique distributed interactions.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
GroupQueues, Queue, RoutePoint	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	DCID	Historical Reporting, Real-Time Reporting

CallsEntered

MAIN MASK		DESCRIPTION
CallEntered		The total number of virtual or live voice interactions that enter a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue or route point more than once or if the interaction enters several queues or route points. This stat type is identical to Total_Entered.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
GroupQueues, Queue, RoutePoint	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	DCID	Historical Reporting, Real-Time Reporting

CallsExited

MAIN MASK		DESCRIPTION
CallDistributed, CallAbandoned, CallCleared		The total number of virtual or live voice interactions that exited because of distribution or abandonment. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. This stat type does not include instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhile-Ringing).
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		Prior to 7.0.1, this stat type counted every instance of interaction distribution, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions are counted.
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsExitedInTimeRange

MAIN MASK		DESCRIPTION
CallDistributed, CallAbandoned, CallCleared		The total number of live or virtual voice interactions abandoned within a specified threshold (measured in seconds). An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason within the threshold.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction	
JAVASUBCATEGORY N/A		Prior to 7.0.1, this stat type counted every instance of interaction distribution within the threshold, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions that are abandoned with the specified time range are counted.
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsReceived

MAIN MASK		DESCRIPTION
CallAnswered, CallDialed		The total number of live voice interactions received and answered by agents within an agent group.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	This stat type has been replaced by the CallbacksProcessed stat type in the 7.1 release.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupAgents		

INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsReleased

MAIN MASK CallInbound, CallOutbound		DESCRIPTION The total number of inbound and outbound voice interactions processed by this resource (for example, a single agent) during the reporting interval, without accounting for after-call work.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account.	
CATEGORY TotalNumber	SUBJECT DNAction	• Applied to GroupPlaces, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAbandoned

MAIN MASK DialAbandoned		DESCRIPTION The total number of dialing attempts with a call result of Abandon. CampAbandoned statistics pertain to a specified campaign or to a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAnsweringMachine

MAIN MASK DialAnswMachine		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) performed on behalf of a specified campaign while the campaign is running.	
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) initiated by any campaign from records on the specified calling list.	
JAVASUBCATEGORY N/A		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected), initiated by a specified campaign from records on a specified calling list.	
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAnswers

MAIN MASK		DESCRIPTION
DialAnswer		The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	CampaignAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
CallingList, Campaign, CampaignCallingList

• Applied to Campaign, this stat type calculates the number of successful dialing attempts (calls answered) performed on behalf of a specified campaign while the campaign is running.
• Applied to CallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by any campaign from records of this calling list.
• Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by a specified campaign from records on a specified calling list.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampBusy

MAIN MASK		DESCRIPTION
DialBusy		The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	CampaignAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)
CallingList, Campaign, CampaignCallingList

• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) performed on behalf of a specified campaign while the campaign is running.
• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by any campaign from records on this calling list.
• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by a specified campaign from records on this calling list.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampCallbacksCompleted

MAIN MASK CallbackCompleted		DESCRIPTION The total number of callbacks completed (executed). The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to a CallingList, this stat type calculates the number of completed callbacks that were scheduled for any campaign from records on this calling list.
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to Campaign, this stat type calculates the number of completed callbacks that were scheduled for a specified campaign. Note that the campaign cannot be running at the time of callback completion.
JAVASUBCATEGORY N/A		• Applied to a CampaignCallingList, this stat type calculates the number of callbacks completed that were scheduled for a specified campaign from records on this calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksMissed

MAIN MASK CallbackMissed		DESCRIPTION The total number of callbacks missed. A callback is considered as "missed" if it is scheduled for a certain period of time, but for some reason the callback is not performed. A callback is missed, for example, if all outbound trunks are busy at the time of the scheduled callback, or if no agents are available at the time scheduled for the callback.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign. (Note that the campaign could not be running at the time of the missed callback.)
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of missed callbacks that were scheduled for any campaign from the records on the specified calling list.
JAVASUBCATEGORY N/A		• Applied to a CampaignCallingList, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign from the records on a specified calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksScheduled

MAIN MASK CallbackScheduled		DESCRIPTION The total number of callbacks scheduled.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of callbacks that were scheduled for a specified campaign.
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of callbacks that were scheduled for any campaign from the records on the specified calling list.
JAVASUBCATEGORY N/A		• Applied to a CampaignCallingList, this stat type calculates the number of callbacks that were scheduled for a specified campaign from the records on a specified calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		

INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCancel

MAIN MASK DialCancel		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of canceled dialing attempts that were performed on behalf of a specified campaign while the campaign was running.
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of canceled dialing attempts that were initiated by any campaign from records on this calling list.
JAVASUBCATEGORY N/A		• Applied to CampaignCallingList, this stat type calculates the number of canceled dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		

INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCurrentState

MAIN MASK	
*	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
CurrentState	CampaignAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Campaign, CampaignGroup	

DESCRIPTION

The current state of a campaign or a particular group in a campaign. The state of a campaign (CampaignGroup) is determined by **one of three possible** object statuses—StatusDeactivated, StatusActivated, or StatusRunning—and additional durable actions, which can accompany a particular status. Several groups in the same campaign can have different statuses; however, a Campaign or CampaignGroup can be **in only one** of the three statuses at one time. The statuses of the CampaignGroup configured for the campaign determine the overall status of the campaign. The statuses are explained as follows:

StatusDeactivated: The StatusDeactivated status can occur a number of times during the life of the Campaign or CampaignGroup.
Also this is initial status of a campaign (meaning that the campaign has not started) and also the final status of a campaign (meaning that the campaign has been completed).
- For a CampaignGroup, the StatusDeactivated status means that a campaign is not loaded for a particular group. A Campaign Manager processes no activity of any kind for a group in StatusDeactivated status. The StatusDeactivated status starts when a campaign is being unloaded from a group and ends when a campaign is being loaded on a group.
- For Campaign, StatusDeactivated status occurs if all groups associated with the campaign (CampaignGroup) are in this status.

StatusActivated: The campaign is loaded but no active dialing has started. In StatusActivated status, scheduled callbacks can be processed, but no dialing is performed nor are preview records delivered.
- For a CampaignGroup, StatusActivated means that the campaign is active (loaded) for this particular group, but there is no active dialing process. The status StatusActivated for CampaignGroup starts when either a campaign is being loaded on a group or the dialing process stops in this group.
- For Campaign, StatusActivated status occurs when at least one CampaignGroup has StatusActivated status, but none has StatusRunning.

StatusRunning: Dialing has started.
- For CampaignGroup, StatusRunning means that dialing has started for this group. This status for CampaignGroup is always accompanied by only one of the following dialing modes:
    - **ModeNoDial**—no dialing performed
    - **ModePredict** (Predictive dialing mode)—dials calls from a calling list and predicts agent availability
    - **ModeProgress** (Progressive dialing mode)—dials calls from a calling list only when an agent is available
    - **ModePreview** (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialed
    - **ModeProgressAndSeize** (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically
    - **ModePredictAndSeize** (Predictive with Seizing)—used only with ASM mode, calls are dialed automatically

CampCurrentState

	Only a CampaignGroup can have additional campaign system conditions (shown below) with the StatusRunning status:
	• **CampaignWaitingRecords** shows that the campaign is out of records and that actual dialing has stopped (but the campaign is still running).
	• **CampaignWaitingPorts** reveals that no ports are available to initiate new calls and that dialing has stopped.
	• **CampaignWaitingAgents** indicates that no agents are available to run the campaign and that dialing has stopped.
	• **SystemError** serves as an alert that a system error has prevented the campaign from dialing new records and that dialing has stopped.
	Campaign System Conditions can overlap; for example, it is possible to have WaitingPorts and WaitingAgents conditions at the same time.
	For Campaign, StatusRunning occurs when at least one CampaignGroup has StatusRunning.
	For a more detailed explanation of CampaignGroup DialingModes please consult the Outbound Contact documentation set.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CampDialMade

MAIN MASK		DESCRIPTION
DialMade		Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.
RELATIVE MASK	**AGGREGATIONTYPE**	• Applied to Campaign, this stat type calculates the number of all dialing attempts that were performed on behalf of a specified campaign while the campaign was running.
N/A	N/A	
CATEGORY	**SUBJECT**	• Applied to CallingList, this stat type calculates the number of all dialing attempts that were initiated by any campaign from records on this calling list.
TotalNumber	CampaignAction	
JAVASUBCATEGORY		• Applied to CampaignCallingList, this stat type calculates the number of all dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.
N/A		
OBJECT TYPE(S)		
CallingList, Campaign, CampaignCallingList		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampDoNotCall

MAIN MASK DialDoNotCall		DESCRIPTION The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the "Do not call list" when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DoNotCall) performed on behalf of a specified campaign.
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by any campaign from records on this calling list.
JAVASUBCATEGORY N/A		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by a specified campaign from records on a specified
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		calling list assigned to this campaign.
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampDropped

MAIN MASK DialDropped		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dropped) performed on behalf of a specified campaign while the campaign is running.
CATEGORY TotalNumber	SUBJECT CampaignAction	• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by any campaign from records on this calling list.
JAVASUBCATEGORY N/A		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by a specified campaign from records on a specified calling list assigned to this campaign.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampEstimatedTimeToComplete

MAIN MASK		DESCRIPTION
*		The estimated time, in minutes, to complete a campaign or calling list.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
EstimTimeToComplete	CampaignAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
CallingList, Campaign

DESCRIPTION (continued):
The estimated time, in minutes, to complete a campaign or calling list.

This stat type is calculated as follows:
```
NumberOfRecordsLeft /
NumberOfRecordsProceededPerMinute
```

where `NumberOfRecordsLeft` is the number of records left to process in the campaign or calling list and `NumberOfRecordsProceededPerMinute` is a number of records proceeded in the last minute (by campaign or from calling list).

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CampFaxModem

MAIN MASK	
DialFaxDetected	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	CampaignAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
CallingList, Campaign, CampaignCallingList

DESCRIPTION:
The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.
• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Fax Detected or Modem Detected) performed on behalf of a specified campaign while the campaign is running.
• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by any campaign from records on this calling list.
• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampGrActivatedDuration

MAIN MASK	
StatusActivated	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	CampaignAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
CampaignGroup

DESCRIPTION:
The total amount of time that a specific campaign group was in Status-Activated status. StatusActivated status indicates that the campaign has been loaded for a specified group, but that no dialing has yet occurred.

Refer to the CampCurrentState stat type for more information about campaign states.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampGrCurrElapsedSystemErrorTime

MAIN MASK StatusSystemError		DESCRIPTION The time since the system condition SystemError started for a specified campaign group. SystemError serves as an alert that a system error is preventing the campaign from dialing new records and that dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A		Refer to the CampCurrentState stat type for more information about campaign states.	
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedTimeForCurrDialMode

MAIN MASK ModePredict, ModeProgress, ModePreview, ModeProgressAndSeize, ModePredictAndSeize		DESCRIPTION The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode.The various types of dialing modes include: • **ModeNoDial**—no dialing performed. • **ModePredict** (Predictive dialing mode)—dials calls from a calling list and predicts agent availability. • **ModeProgress** (Progressive dialing mode)—dials calls from a calling list only when an agent is available. • **ModePreview** (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialed. • **ModeProgressAndSeize** (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically. • **ModePredictAndSeize** (Predictive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup		For additional information about dialing modes, refer to the *Outbound Contact 7.2 Deployment Guide* document. **Note:** The value of the statistic is 0 if the campaign group is not in StatusRunning status.	
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingAgentsTime

MAIN MASK		DESCRIPTION
StatusWaitingAgents		The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.

RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	

CATEGORY	SUBJECT	
CurrentTime	CampaignAction	Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
CampaignGroup	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CampGrCurrElapsedWaitingPortTime

MAIN MASK		DESCRIPTION
StatusWaitingPorts		The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.

RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	

CATEGORY	SUBJECT	
CurrentTime	CampaignAction	Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
CampaignGroup	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CampGrCurrElapsedWaitingRecordsTime

MAIN MASK		DESCRIPTION
StatusWaitingRecords		The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.

RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	

CATEGORY	SUBJECT	
CurrentTime	CampaignAction	Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
CampaignGroup	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CampGrDeactivatedDuration

MAIN MASK StatusDeactivated		DESCRIPTION The total amount of time that a specific campaign group stays in deacti-vated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrRunningDuration

MAIN MASK StatusRunning		DESCRIPTION The total amount of time that a specific campaign group stays in Status-Running status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrSystemErrorDuration

MAIN MASK StatusSystemError		DESCRIPTION The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped. Refer to the CampCurrentState stat type for more information about campaign group system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingAgentsDuration

MAIN MASK		DESCRIPTION
StatusWaitingAgents		The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	
CATEGORY	**SUBJECT**	Refer to the CampCurrentState stat type for more information about campaign group system conditions.
TotalTime	CampaignAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
CampaignGroup		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampGrWaitingPortDuration

MAIN MASK		DESCRIPTION
StatusWaitingPorts		The total time during which a specified campaign group has been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	
CATEGORY	**SUBJECT**	Refer to the CampCurrentState stat type for more information about campaign group system conditions.
TotalTime	CampaignAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
CampaignGroup		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampGrWaitingRecordsDuration

MAIN MASK		DESCRIPTION
StatusWaitingRecords		The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	
CATEGORY	**SUBJECT**	Refer to the CampCurrentState stat type for more information about campaign states.
TotalTime	CampaignAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
CampaignGroup		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampHitRatio

MAIN MASK DialAnswer		DESCRIPTION The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)—that is, a call is answered by a human voice—relative to the number of all dialing attempts made (DialMade) during the same time period. (Note that in some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.)
RELATIVE MASK DialMade	AGGREGATIONTYPE N/A	
CATEGORY RelativeNumber-Percentage	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		• Applied to a Campaign, this stat type calculates the ratio of successful dialing attempts performed on behalf of a specified campaign while that campaign is running.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		• Applied to a CallingList, this stat type calculates the ratio of successful dialing attempts initiated by any campaign from records on a specified calling list. • Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts initiated by a specified campaign from records on a specified calling list. This stat type is calculated as follows: `( Sum(DialAnswer) * 100 ) / Sum(DialMade)`
INTRODUCED IN 6.0	DISCONTINUED IN 7.0.1	FORMULA · N/A · USED IN WHICH REPORTING APPLICATION · Real-Time Reporting

CampNoAnswer

MAIN MASK DialNoAnswer		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) performed on behalf of a specified campaign while the campaign is running.
CATEGORY TotalNumber	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by any campaign from records on this calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by a specified campaign from records on a specified calling list assigned to this campaign.
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA · N/A · USED IN WHICH REPORTING APPLICATION · Historical Reporting, Real-Time Reporting

CampNoRPC

MAIN MASK		DESCRIPTION
DialWrongParty		The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person but not the intended person.
RELATIVE MASK	**AGGREGATIONTYPE**	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Wrong Party) performed on behalf of a specified campaign while the campaign is running.
N/A	N/A	
CATEGORY	**SUBJECT**	• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by any campaign from records on this calling list.
TotalNumber	CampaignAction	
JAVASUBCATEGORY		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by a specified campaign from records on a specified calling list assigned to this campaign.
N/A		
OBJECT TYPE(S)		
CallingList, Campaign, CampaignCallingList		
INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampPersonalCallbacksCompleted

MAIN MASK		DESCRIPTION
PersonalCallbackCompleted		Total number of personal callbacks completed (executed). Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully.
RELATIVE MASK	**AGGREGATIONTYPE**	• Applied to Campaign, this stat type calculates the number of completed personal callbacks scheduled for an agent participating in a specified campaign. The campaign does not have to be running at the time of personal callback completion.
N/A	N/A	
CATEGORY	**SUBJECT**	• Applied to CallingList, this stat type calculates the number of completed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.
TotalNumber	CampaignAction	
JAVASUBCATEGORY		• Applied to CampaignCallingList, this stat type calculates the number of completed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.
N/A		
OBJECT TYPE(S)		
CallingList, Campaign, CampaignCallingList		
INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampPersonalCallbacksMissed

MAIN MASK	
PersonalCallbackMissed	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	CampaignAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
CallingList, Campaign, CampaignCallingList	

DESCRIPTION

Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback.

- Applied to Campaign, this stat type calculates the number of missed personal callbacks scheduled for an agent participating in a specified campaign.
- Applied to CallingList, this stat type calculates the number of missed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.
- Applied to CampaignCallingList, this stat type calculates the number of missed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampPersonalCallbacksScheduled

MAIN MASK	
PersonalCallbackScheduled	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	CampaignAction

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
CallingList, Campaign, CampaignCallingList	

DESCRIPTION

The total number of personal callbacks scheduled.

- Applied to Campaign, this stat type calculates the number of personal callbacks scheduled for an agent participating in a specified campaign.
- Applied to CallingList, this stat type calculates the number of personal callbacks scheduled for any agent participating in any campaign from records on this calling list.
- Applied to CampaignCallingList, this stat type calculates the number of personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampRecordsCompleted

MAIN MASK		
LeadProcessed		
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	
CATEGORY	**SUBJECT**	
TotalNumber	CampaignAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
CallingList, Campaign, CampaignCallingList		

DESCRIPTION

The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be taken. (A **lead**—also called a **chain**—is a set of records from calling list(s) related to a specific customer or contact. A lead or chain may include one or more records belonging to the same contact.) CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign.

Note that "records processed" in the context of "LeadProcessed" does not necessarily mean that the contact has been successful or answered. A "processed" lead usually means that the contact has been dialed, but processing can also be done without dialing. Note also that a chain (lead) can be processed several times during the lifetime of a campaign.
- Applied to Campaign, this stat type calculates the number of chains (leads) processed from any calling list in this campaign.
- Applied to CallingList, this stat type calculates the number of chains (leads) processed by any campaign from this calling list.
- Applied to CampaignCallingList, this stat type calculates the number of chains (leads) processed by a specified campaign from a specified calling list assigned to this campaign.

INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampSITDetected

MAIN MASK		
DialSITDetected		
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	N/A	
CATEGORY	**SUBJECT**	
TotalNumber	CampaignAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
CallingList, Campaign, CampaignCallingList		

DESCRIPTION

The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call. (See these stat types for more information: CampSITInvalidNum, CampSITNoCircuit, CampSITOperIntercept, CampSITReorder, CampSITUnknown, and CampSITVacant.)
- Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITDetected) performed on behalf of a specified campaign while the campaign is running.
- Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITDetected) initiated by any campaign from records on this calling list.
- Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITDetected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.

INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
6.0	N/A	N/A	Historical Reporting, Real-Time Reporting

CampSITInvalidNum

MAIN MASK DialSITInvalidNum		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITInvalidNum: a Special Information Tone (SIT) precedes an announcement pertaining to an invalid telephone number. (See CampSITDetected for additional information.) • Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dial SITInvalidNum) performed on behalf of a specified campaign while the campaign is running. • Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by any campaign from records on this calling list. • Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by a specified campaign from records on a specified calling list assigned to this campaign. CallingList and CampaignCallingList object types were removed in the 6.5 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Campaign			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

CampSITNoCircuit

MAIN MASK DialSITNoCircuit		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITNoCircuit; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that no circuit is available. (See CampSITDetected for additional information.) • Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITNoCircuit) performed on behalf of a specified campaign while the campaign is running. • Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by any campaign from records on this calling list. • Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITOperIntercept

MAIN MASK DialSITOperIntercept		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITOperIntercept; that is, the call is intercepted by an operator. (See CampSITDetected for additional information.) • Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITOperIntercept) performed on behalf of a specified campaign while the campaign is running. • Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITOperIntercept) initiated by any campaign from records on this calling list. • Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIAL-SITOperIntercept) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITReorder

MAIN MASK DialSITReorder		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITReorder; that is, a reorder signal indicates that there is a problem connecting to the telephone number dialed. (See CampSITDetected for additional information.) • Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSIT-Reorder) performed on behalf of a specified campaign while the campaign is running. • Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSIT-Reorder) initiated by any campaign from records on this calling list. • Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIAL-SITReorder) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITUnknown

MAIN MASK DialSITUnknown		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DialSITUnknown; that is, a Special Information Tone (SIT) is present but not recognizable.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DialSITUnknown) performed on behalf of a specified campaign while the campaign is running.
CATEGORY TotalNumber	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by any campaign from records on this calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by a specified campaign from records on a specified calling list assigned to this campaign.
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITVacant

MAIN MASK DialSITVacant		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITVacant; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that the telephone number is not assigned to anyone. (See CampSIT-Detected for additional information.)
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITVacant) performed on behalf of a specified campaign while the campaign is running.
CATEGORY TotalNumber	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by any campaign from records on this calling list.
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList		• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by a specified campaign from records on a specified calling list assigned to this campaign.
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CB_Request

MAIN MASK		DESCRIPTION
UserEvent, CallEntered, CallTreatmentCompleted		The total number of live or virtual voice interactions, user events (triggered by the EventUserEvent TEvent), or completed call treatments (triggered by the EventTreatmentCompleted TEvent) that enter a group of queues.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** DNAction	This stat type has been replaced by the CallbacksSubmitted stat type in the 7.1 release.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues		
INTRODUCED IN 7.0	**DISCONTINUED IN** 7.1	**FORMULA** DCID	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Chat_Current_Handled

MAIN MASK		DESCRIPTION
N/A		The total number of chat interactions within the tenant's chat system that are currently at an agent's desktop.
RELATIVE MASK N/A	**AGGREGATIONTYPE** TotalCurrent	This stat type is calculated as follows:
CATEGORY JavaCategory	**SUBJECT** N/A	$\text{Sum}(\text{EventPartyAdded} - \text{EventPartyRemoved})$ where Party is an agent.
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Handled		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S) Tenant		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**EXTENDED PARAMETERS** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

Chat_Current_Waiting

MAIN MASK		DESCRIPTION
N/A		The current number of chat interactions within the tenant's chat system that have been submitted for processing excluding those interactions that are currently being processed by any tenant resource.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Current	This stat type is calculated as follows:
CATEGORY JavaCategory	**SUBJECT** N/A	Sum (EventInteractionSubmitted + EventPlacedInQueue + EventPlacedInWorkbin - EventPartyAdded [Operation:Pull] - EventProcessingStopped [State: Queued])
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Waiting		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S) Tenant		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**EXTENDED PARAMETERS** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

Chat_Total_Abandoned

MAIN MASK		DESCRIPTION
N/A		The total number of chat interactions that were abandoned within a specified reporting period.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:GCHR Total Abandoned		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Answer_Time

MAIN MASK		DESCRIPTION
N/A		The total amount of time involved in answering chat interactions.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:GCHR Total Answer Time		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Answered

MAIN MASK		DESCRIPTION
N/A		The total number of chat interactions that were answered within the specified reporting period.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:GCHR Total Answered		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Entered

MAIN MASK		DESCRIPTION
N/A		The total number of chat interactions that entered a tenant through all entry points during a specified reporting period.

RELATIVE MASK	AGGREGATION TYPE
N/A	Total

CATEGORY	SUBJECT
JavaCategory	N/A

JAVA SUB CATEGORY
eServiceInteractionStat.jar:GCHR Total Entered

OBJECT TYPE(S)
Tenant

DESCRIPTION

The total number of chat interactions that entered a tenant through all entry points during a specified reporting period.

This stat type is calculated as follows:
`Sum ( EventInteractionSubmitted )`

Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Handle_Time

MAIN MASK	
N/A	

RELATIVE MASK	AGGREGATION TYPE
N/A	Total

CATEGORY	SUBJECT
JavaCategory	N/A

JAVA SUB CATEGORY
eServiceInteractionStat.jar:GCHR Total Handle Time

OBJECT TYPE(S)
Tenant

DESCRIPTION

The total amount of time that any agent within this tenant spends handling chat interactions at his desktop.

Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Inbound_Handled

MAIN MASK	
N/A	

RELATIVE MASK	AGGREGATION TYPE
N/A	Total

CATEGORY	SUBJECT
JavaCategory	N/A

JAVA SUB CATEGORY
eServiceInteractionStat.jar:GCHR Total Inbound Handled

OBJECT TYPE(S)
Tenant

DESCRIPTION

The total number of inbound chat interactions that were handled by tenant resources within a specified period.

Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Chat_Total_Transfers

MAIN MASK		DESCRIPTION
N/A		The total number of times that inbound chat interactions were transferred within the specified period. If a chat interaction is transferred more than once, this stat type counts each instance.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	
CATEGORY JavaCategory	**SUBJECT** N/A	This stat type is calculated as follows: `Sum ( EventPartyAdded [Operation: Transfer] )` where Party is a tenant in a multitenant environment or the entire contact center in a single-tenant environment.
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Transfers		
OBJECT TYPE(S) Tenant		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**EXTENDED PARAMETERS** N/A

		USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Consult_Time_Made

MAIN MASK		DESCRIPTION
CallConsultOriginated		The total duration of consultation voice interactions at an agent's RegDN in which that agent was the initiating party. This stat type includes durations that voice interactions were placed on hold by the agent.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalTime	**SUBJECT** DNAction	Applied to GroupAgents or GroupPlaces, this stat type provides the total duration of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were the initiating party.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call.
		This stat type is calculated as follows: `Sum (RegDN.CallConsultOriginated.time)`
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A

		USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Consult_Time_Taken

MAIN MASK		DESCRIPTION
CallConsultReceived		The total duration of consultation voice interactions at an agent's RegDN in which that agent was not the initiating party. This stat type includes durations that voice interactions were placed put on hold by the agent.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type provides the total duration of consultation voice interactions on the DNs of all agents in a specified agent group where the agents were not the initiating party
CATEGORY TotalTime	**SUBJECT** DNAction	• Applied to GroupPlaces, this stat type provides the total duration of consultation voice interactions on all the DNs at places belonging to specified place group where the agents were not the initiating party.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place		Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call.
		The calculation is shown below. `Sum (RegDN.CallConsultReceived.time)`

INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CurrAgentsLoggedIn

MAIN MASK		DESCRIPTION
*, ~LoggedOut		The number of agents that are currently logged in at all the DNs within a specified agent group, or at all the DNs at places within the specified place group.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY CurrentNumber	**SUBJECT** AgentStatus	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupAgents, GroupPlaces		

INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsLoggedInQueue

MAIN MASK		DESCRIPTION
AgentLogin		The number of agents that are currently logged into a given queue.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	Applied to GroupQueues, this stat type sums all the DNs that have agents currently logged in to the queues within the specified group.
CATEGORY CurrentNumber	**SUBJECT** DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		

INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyInQueue

MAIN MASK AgentReady		DESCRIPTION
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	The number of agents who are currently in the Ready state, and who are logged in to the specified queue.
CATEGORY CurrentNumber	SUBJECT DNAction	Applied to GroupQueues, this stat type sums all the DNs that have agents who are currently logged in to the queues within the specified group, and who are ready to handle calls.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyRatio

MAIN MASK AgentReady		DESCRIPTION
RELATIVE MASK AgentLogin	AGGREGATIONTYPE N/A	The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue.
CATEGORY CurrentRelative- NumberPercentage	SUBJECT DNAction	Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_In_Queue

MAIN MASK CallWait		DESCRIPTION
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	The number of live voice interactions currently waiting on a queue or at a route point. Applied to GroupQueues, this stat type shows the total number of interactions waiting on all queues within a specified group.
CATEGORY CurrentNumber	SUBJECT DNAction	This stat type is identical to CurrNumberWaitingCalls.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_Interaction_In_Processing

MAIN MASK		DESCRIPTION
InteractionHandling		The total number of interactions being handled by this resource at the moment of measurement.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
CurrentNumber	Action

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupPlaces, GroupAgents, Place

DESCRIPTION

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.
- Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group.

This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows:
```
Sum (
EventPartyAdded [Operation:Pull] - EventPlacedInQueue
- EventPlacedInWorkbin
- EventProcessingStopped [State: NotQueued]
)
```
If a filter is applied, only interactions of a particular media type are accounted for. If no filter is applied, interactions of all media types are accounted for.

InteractionHandling is an alias for the following masks:
- CallInbound
- CallInternal
- CallOutbound

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

Current_Interactions_In_Processing

MAIN MASK		DESCRIPTION
InteractionHandling		The total number of interactions being handled by this resource at the moment of measurement.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
CurrentNumber	Action

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupPlaces, GroupAgents, Place

DESCRIPTION

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.
- Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group.

This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows:
```
Sum (
EventPartyAdded [Operation:Pull] - EventPlacedInQueue
- EventPlacedInWorkbin
- EventProcessingStopped [State: NotQueued]
)
```
If a filter is applied, only interactions of a particular media type are accounted for. If no filter is applied, interactions of all media types are accounted for.

InteractionHandling is an alias for the following masks:
- CallInbound
- CallInternal
- CallOutbound

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

CurrentAgentState

MAIN MASK		DESCRIPTION
*		The current state (status) of a specified agent. Some examples of an agent's status include CallInbound, CallOutbound, and CallConsult.
RELATIVE MASK	AGGREGATION TYPE	
N/A	N/A	Prior to the 6.0 release, the stat type name was CurAgentState.
CATEGORY	SUBJECT	
CurrentState	AgentStatus	
JAVA SUB CATEGORY		
N/A		
OBJECT TYPE(S)		
Agent		
INTRODUCED IN	DISCONTINUED IN	FORMULA · USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A · Real-Time Reporting

CurrentDNState

MAIN MASK		DESCRIPTION
*		The current status of a regular directory number (RegDN) such as Call-Inbound or CallOutbound.
RELATIVE MASK	AGGREGATION TYPE	
N/A	N/A	
CATEGORY	SUBJECT	
CurrentState	DNStatus	
JAVA SUB CATEGORY		
N/A		
OBJECT TYPE(S)		
RegDN		
INTRODUCED IN	DISCONTINUED IN	FORMULA · USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A · Real-Time Reporting

CurrentGroupState

MAIN MASK		DESCRIPTION
*		The current status of GroupAgents or GroupPlaces.
RELATIVE MASK	AGGREGATION TYPE	
N/A	N/A	Prior to the 6.0 release, the stat type name was CurGroupState.
CATEGORY	SUBJECT	
CurrentState	GroupStatus	
JAVA SUB CATEGORY		
N/A		
OBJECT TYPE(S)		
GroupAgents, GroupPlaces		
INTRODUCED IN	DISCONTINUED IN	FORMULA · USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A · Real-Time Reporting

CurrentNotReadyAgents

MAIN MASK *, ~WaitForNextCall, ~LoggedOut		DESCRIPTION	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	The number of agents who are currently logged in and who are currently in the NotReady state.	
CATEGORY CurrentNumber	SUBJECT AgentStatus	• Applied to GroupAgents, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs in a specified agent group.	
JAVASUBCATEGORY N/A		• Applied to GroupPlaces, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs at places belonging to a specified place group.	
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentPlaceState

MAIN MASK *		DESCRIPTION	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	The current status of a specified place. Here are some examples of possible statuses at a place: CallInbound (handling inbound calls), CallOutbound (handling outbound calls), AfterCallWork (such as performing follow-up paperwork after a call).	
CATEGORY CurrentState	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentReadyAgents

MAIN MASK WaitForNextCall		DESCRIPTION	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	The number of agents who are currently in the Ready state.	
CATEGORY CurrentNumber	SUBJECT AgentStatus	• Applied to GroupAgents, this stat type provides the number of all agents who are ready to handle calls, on all the DNs in a specified agent group.	
JAVASUBCATEGORY N/A		• Applied to GroupPlaces, this stat type provides the number of all agents who are ready to handle calls, on all the DNs at places belonging to a specified place group.	
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrMaxCallWaitingTime

MAIN MASK		DESCRIPTION
CallWait		The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point. Applied to GroupQueues, this stat type calculates statistics for all the queues in the specified group.

RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	

CATEGORY	SUBJECT	
CurrentMaxTime	DNAction	

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
GroupQueues, Queue, RoutePoint	

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Real-Time Reporting

CurrNumberACWStatuses

MAIN MASK		DESCRIPTION
AfterCallWork		The current number of agents in the AfterCallWork status.

DESCRIPTION

The current number of agents in the AfterCallWork status.
- Applied to GroupAgents, this stat type calculates the current number of all the agents in the group that are in the AfterCallWork status.
- Applied to GroupPlaces, this stat type calculates the current number of agents in the AfterCallWork status who are logged in on places belonging to the specified place group.

  The following are subtypes of AfterCallWork:
- **AfterCallWorkUnknown**–work following a call of unknown type
- **AfterCallWorkInternal**—work following internal call
- **AfterCallWorkInbound**—work following inbound call
- **AfterCallWorkOutbound**—work following outbound call
- **AfterCallWorkConsult**—work following consultation call

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
CurrentNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupAgents, GroupPlaces

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

CurrNumberASM_EngagedStatuses

DESCRIPTION

The current number of agents in ASM_Engaged status.
- Applied to GroupAgents, this stat type calculates the current number of ASM_Engaged statuses for all the agents of the specified agent group.
- Applied to GroupPlaces, this stat type calculates the current number of ASM_Engaged statuses for all the agents who are logged in at places belonging to the specified place group.

MAIN MASK	
ASM_Engaged	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
CurrentNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupAgents, GroupPlaces

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	N/A	Real-Time Reporting

CurrNumberASMOutboundStatuses

MAIN MASK ASM_Outbound		DESCRIPTION The current number of agents in ASM_Outbound status. • Applied to GroupAgents, this stat type calculates the current number of ASM_Outbound statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of ASM_Outbound statuses for all the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberConsultStatuses

MAIN MASK CallConsult		DESCRIPTION The current number of agents in CallConsult status (participating in consultation calls) • Applied to GroupAgents, this stat type calculates the current number of CallConsult statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of CallConsult statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberDialingStatuses

MAIN MASK CallDialing		DESCRIPTION The current number of agents in CallDialing status (dialing calls). • Applied to GroupAgents, this stat type calculates the current number of CallDialing statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of CallDialing statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberHoldStatuses

MAIN MASK CallOnHold		DESCRIPTION The current number of agents in CallOnHold status; that is, where the agent has one or more calls on hold. • Applied to GroupAgents, this stat type calculates the current number of CallOnHold statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of CallOnHold statuses for all the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInboundStatuses

MAIN MASK CallInbound		DESCRIPTION The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls. • Applied to GroupAgents, this stat type calculates the current number of CallInbound statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of CallInbound statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInternalStatuses

MAIN MASK CallInternal		DESCRIPTION The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls. • Applied to GroupAgents, this stat type calculates the current number of CallInternal statuses for all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates the current number of CallInternal statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberNotReadyStatuses

MAIN MASK		DESCRIPTION
NotReadyForNextCall		The current number of agents in the NotReadyForNextCall status; that is, the agent is logged in on one or more DNs that are not available for the next call.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the current number of NotReadyForNextCall statuses for agents of the specified agent group.
CATEGORY CurrentNumber	**SUBJECT** AgentStatus	• Applied to GroupPlaces, this stat type calculates the current number of agents in the NotReadyForNextCall status who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupAgents, GroupPlaces		
INTRODUCED IN 6.0	**DISCONTINUED IN** N/A	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

CurrNumberOutboundStatuses

MAIN MASK		DESCRIPTION
CallOutbound		The current number of agents in CallOutbound status; that is, where the agent is conducting one or more outbound calls.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the current number of CallOutbound statuses for all the agents of the specified agent group.
CATEGORY CurrentNumber	**SUBJECT** AgentStatus	• Applied to GroupPlaces, this stat type calculates the current number of CallOutbound statuses for all the agents who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupAgents, GroupPlaces		
INTRODUCED IN 6.0	**DISCONTINUED IN** N/A	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

CurrNumberRingingStatuses

MAIN MASK		DESCRIPTION
CallRinging		The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the current number of CallRinging statuses for all the agents of the specified agent group.
CATEGORY CurrentNumber	**SUBJECT** AgentStatus	• Applied to GroupPlaces, this stat type calculates the current number of CallRinging statuses for all the agents who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupAgents, GroupPlaces		
INTRODUCED IN 6.0	**DISCONTINUED IN** N/A	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

CurrNumberWaitingCalls

MAIN MASK CallWait		DESCRIPTION The total number of live or virtual voice interactions currently waiting at a distribution DN. Applied to GroupQueues, this stat type calculates the total number of interactions waiting on all the queues belonging to the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction	DCID was first applied in the 7.0.1 release of this stat type.	
JAVASUBCATEGORY N/A		This stat type is identical to Current_In_Queue.	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberWaitStatuses

MAIN MASK WaitForNextCall		DESCRIPTION The current number of agents in WaitForNextCall status; that is, where one or more of an agent's DNs has no activity and is ready to receive the next call.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type calculates the current number of WaitForNextCall statuses for all the agents of the specified agent group.	
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A		• Applied to GroupPlaces, this stat type calculates the current number of WaitForNextCall statuses for all the agents who are logged in at places belonging to the specified place group.	
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistribCallsPercentage

MAIN MASK CallDistributed		DESCRIPTION The percentage of live or virtual voice interactions distributed from a queue or route point relative to the number of interactions distributed and abandoned from that same queue or route point. Applied to Group-Queues, this stat type shows the percentage of voice interactions distributed from all the queues in the group relative to the total number of voice interactions abandoned and distributed from the specified group of queues.	
RELATIVE MASK CallAbandoned, CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber-Percentage	SUBJECT DNAction	This stat type is calculated as follows:	
JAVASUBCATEGORY N/A		`( Sum(CallDistributed) * 100 ) /` `( Sum(CallAbandoned) + Sum(CallDistributed) )`	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		Voice interactions redirected from a queue (CallCleared) are not included in this calculation.	
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistributeTime

MAIN MASK		DESCRIPTION
CallDistributed, CallCleared		The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed—the cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (Refer to the party state diagrams in the *Overview* book of the *Reporting Technical Reference* series.)

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

DCID was first applied in the 7.0.1 release of this stat type.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	DCID	Historical Reporting, Real-Time Reporting

EstimTimeToDistribCall

MAIN MASK		DESCRIPTION
CallWait		The estimated time taken to abandon or distribute live or virtual voice interactions currently waiting on a specified queue or at a specified route point. Applied to GroupQueues, the estimated waiting time pertains to all queues in the specified group.

RELATIVE MASK	AGGREGATIONTYPE
CallAbandoned, CallDistributed	N/A

CATEGORY	SUBJECT
EstimTimeToEnd-CurrentNumber	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

EstimTimeToDistribCall is calculated as follows:

```
CurrentNumber of Calls Waiting in Queue x IntervalDu-
ration / TotalNumber of Calls Abandoned or Distrib-
uted during the interval.
```

A 5-minute interval is recommended for IntervalDuration.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	7.0	N/A	Real-Time Reporting

ExpectedWaitTime

MAIN MASK		DESCRIPTION
CallWait		Provides an estimate of the amount of time, in seconds, that the last interaction that entered a queue or route point waited before it was distributed to an agent, another queue, or another route point.

RELATIVE MASK	AGGREGATIONTYPE
CallDistributed, CallAbandoned	N/A

CATEGORY	SUBJECT
ExpectedWaitTime	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

General_Email_Entered

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions that entered this tenant through all entry points.
RELATIVE MASK	AGGREGATION TYPE	
N/A	Total	This stat type is calculated as follows:
CATEGORY	SUBJECT	`New EmailIn where (type != INTERNAL)`
JavaCategory	N/A	
JAVASUBCATEGORY		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
eServiceContactStat.jar:total entered		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Forwarded

MAIN MASK		DESCRIPTION
N/A		The total number of inbound e-mail interactions that were forwarded.
RELATIVE MASK	AGGREGATION TYPE	
N/A	Total	This stat type is calculated as follows:
CATEGORY	SUBJECT	`Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_COLLABORATION_INVITE)`
JavaCategory	N/A	
JAVASUBCATEGORY		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
eServiceContactStat.jar:total forwarded		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_In_Processing

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions in all tenant queue that have both been submitted and are in processing at the moment of measurement.
RELATIVE MASK	AGGREGATION TYPE	
N/A	Current	When Contact Server starts, it counts the number of e-mail interactions that having `in_processing` status. The count gets updated every time a new e-mail interaction enters or exits `in_processing` status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:GEHR Current In Processing		
OBJECT TYPE(S)		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

General_Email_Internal

MAIN MASK	
N/A	
RELATIVE MASK	**AGGREGATION TYPE**
N/A	Total
CATEGORY	**SUBJECT**
JavaCategory	N/A
JAVA SUB CATEGORY	
eServiceContactStat.jar:total internal	
OBJECT TYPE(S)	
Tenant	

DESCRIPTION

The total number of internal e-mail interactions created by tenant resources.

This stat type is calculated as follows:

`Inserted EmailIn where (type = INTERNAL)`

Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Maximum

MAIN MASK	
N/A	
RELATIVE MASK	**AGGREGATION TYPE**
N/A	Maximum
CATEGORY	**SUBJECT**
JavaCategory	N/A
JAVA SUB CATEGORY	
eServiceContactStat.jar:max number in processing	
OBJECT TYPE(S)	
Tenant	

DESCRIPTION

The highest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period.

When Contact Server starts, it counts the number of e-mail interactions that having `in_processing` status. The count gets updated every time a new e-mail interaction enters or exits `in_processing` status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.

The Stat Server java extension (`eServiceContactStat.jar:max number in processing`) can calculate statistics as minimum or maximum for a requested time period.

Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Minimum

MAIN MASK		DESCRIPTION
N/A		The lowest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Minimum	
CATEGORY	SUBJECT	When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a new e-mail interaction enters or exits in_processing status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceContactStat.jar:min number in processing		The Stat Server java extension (eServiceContactStat.jar:min number in processing) can calculate statistics as minimum or maximum for a requested time period.
OBJECT TYPE(S)		
Tenant		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Not_Submitted

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions that have not been submitted to the Interaction Server by the e-mail server.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Current	When Contact Server starts, it counts the number of e-mail interactions that having pending status. The count gets updated every time a new e-mail interaction enters or exits pending status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceContactStat.jar:current unsubmitted		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S)		
Tenant		
INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

General_Email_Oldest_Age

MAIN MASK N/A		DESCRIPTION The age of the inbound e-mail interaction having the longest duration at the end of the reporting interval.
RELATIVE MASK N/A	AGGREGATION TYPE Current	When Contact Server starts, it selects a list of inbound e-mail interactions (Id, CreatedDate) having a status other than STOPPED and orders them by CreatedDate. The oldest interaction is the first one on the list.
CATEGORY JavaCategory	SUBJECT DNStatus	List size is limited to 100 interactions. Each time the status of an inbound e-mail interactions changes to STOPPED, the interaction is removed from the list if it still resides there. If the stopped interaction is the first one, the next one on the list becomes the oldest inbound e-mail interaction and an event is triggered.
JAVA SUBCATEGORY eServiceContactStat.jar:age of oldest email		
OBJECT TYPE(S) Tenant		When the list is empty, another select query is performed to get a listing of oldest, inbound e-mail interactions. **Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Outbound

MAIN MASK N/A		DESCRIPTION The total number of purely outbound e-mail interactions sent by tenant resources.
RELATIVE MASK N/A	AGGREGATION TYPE Total	This stat types is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype = OUTBOUND_NEW)
CATEGORY JavaCategory	SUBJECT N/A	
JAVA SUBCATEGORY eServiceContactStat.jar:total outbound		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S) Tenant		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Redirected

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that were re-directed within the tenant.
RELATIVE MASK N/A	AGGREGATION TYPE Total	This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_REDIRECT)
CATEGORY JavaCategory	SUBJECT N/A	
JAVA SUBCATEGORY eServiceContactStat.jar:total redirected		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S) Tenant		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Responded

MAIN MASK		DESCRIPTION
N/A		The total number of inbound e-mail interactions that tenant resources responded to within the reporting period. This stat type excludes auto-acknowledgement responses.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	

CATEGORY
JavaCategory
	SUBJECT
	N/A
		This stat type is calculated as follows:
		`Updated EmailOut`
		`where (SentDate is modified) and`
		`(subtype=OUTBOUND_REPLY or sub-`
		`type=OUTBOUND_AUTO_RESPONSE)`

JAVASUBCATEGORY eServiceContactStat.jar:total responded		
OBJECT TYPE(S) Tenant		This stat types calculates all such responses, even if more than one response was sent for a particular inbound e-mail interaction. **Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Response_Time

MAIN MASK		DESCRIPTION
N/A		The total amount of time that tenant resources spent responding to inbound e-mail interactions within the reporting period. This stat type counts only the first meaningful response sent with respect to an inbound e-mail interaction.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	
CATEGORY JavaCategory	**SUBJECT** N/A	The responded-to date is the `SentDate` of the sent e-mail interaction (`EmailOut`) and `ResponseTime=RespondedDate−CreatedDate`.
JAVASUBCATEGORY eServiceContactStat.jar:emailin responsetime		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.
OBJECT TYPE(S) Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Terminated

MAIN MASK		DESCRIPTION
N/A		The total number of inbound e-mail interactions that were terminated within the tenant.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	**Note:** At this time, this stat type always returns a 0 value.

CATEGORY
JavaCategory
	SUBJECT
	N/A
		This stat type is calculated as follows:
		`Updated EmailIn where (status=STOPPED) and`
		`(type=INBOUND)`

JAVASUBCATEGORY eServiceContactStat.jar:total terminated		
OBJECT TYPE(S) Tenant		**Note:** You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Transfers

MAIN MASK		DESCRIPTION
N/A		The total number of transfers made with respect to inbound interactions within the tenant. This stat type counts each instance of transfer even if a particular e-mail interaction is transferred more than once.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	
CATEGORY	SUBJECT	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:GEHR Total Transfers		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

General_Email_Waiting_Processing

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions that have both been submitted and are awaiting processing for all queues within the tenant at the moment of processing.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Current	This stat type is calculated as follows:
CATEGORY	SUBJECT	`Sum(Current Waiting Processing) for all e-mail queues of the tenant`
JavaCategory	N/A	
JAVASUBCATEGORY		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
eServiceInteractionStat.jar:GEHR Current Waiting Processing		
OBJECT TYPE(S)		
Tenant		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

Hold_Time_Inbound

MAIN MASK		DESCRIPTION
CallOnHoldInbound		The total amount of time this agent or an agent at this place put inbound calls on hold.
RELATIVE MASK	AGGREGATIONTYPE	• Applied to GroupAgents, this stat type calculates the duration of inbound calls placed on hold by all agents in a specified agent group.
N/A	N/A	
CATEGORY	SUBJECT	• Applied to GroupPlaces, this stat type calculates the duration inbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.
TotalAdjustedTime	DNStatus	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Hold_Time_Outbound

MAIN MASK		DESCRIPTION
CallOnHoldOutbound		The total amount of time that this agent or an agent at this place put outbound calls on hold.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the duration outbound calls placed on hold by all agents in a specified agent group.
CATEGORY TotalAdjustedTime	**SUBJECT** DNStatus	• Applied to GroupPlaces, this stat type calculates the duration outbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Inbound_Interactions_Stopped

MAIN MASK		DESCRIPTION
InteractionStoppedInbound		The total number of inbound interactions that were terminated by an agent at this place or this agent at his desktop during the specified period.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the total number of inbound interactions terminated by all agents in a specified agent group.
CATEGORY TotalNumber	**SUBJECT** Action	• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions terminated by all agents who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Inbound_Transfers_Made

MAIN MASK		DESCRIPTION
InteractionTransferMadeInbound		The total number of inbound interactions transferred by this agent from his desktop. This stat type counts every instance of interaction transfer, even if the agent transfers the same interaction more than once.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the total number of inbound interactions transferred by all agents in a specified agent group
CATEGORY TotalNumber	**SUBJECT** Action	• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions transferred by all agents who are logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting, Historical Reporting

Interactions_Accepted

MAIN MASK		DESCRIPTION
InteractionAccepted		The total number of interactions that were offered for processing to this resource, and that were accepted during the specified period.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Interactions_Offered

MAIN MASK		DESCRIPTION
InteractionDeliveringStarted		The total number of 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.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Interactions_Processed

MAIN MASK		DESCRIPTION
InteractionHandling		The total number of interactions handled by an agent at this place or this agent at his desktop during the specified period. • Applied to GroupAgents, this stat type calculates the total number of interactions handled by all agents at their desktops in a specified agent group. • Applied to GroupPlaces, this stat type calculates the total number of interactions handled by all agents, at their desktops, who are logged in at places belonging to the specified place group. The calculation for this stat type is shown below. `Total Timed Out + Total Placed to Queue + Total Stopped Processing + Total Transferred` InteractionHandling is an alias for the following masks: • CallInbound • CallInternal • CallOutbound
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Interactions_Processing_Time

MAIN MASK		DESCRIPTION
InteractionHandling		The total amount of time that interactions either:
RELATIVE MASK	AGGREGATIONTYPE	• Were in processing at this place or this agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or
N/A	N/A	• Started processing within the reporting interval and finished processing within the same reporting interval.
CATEGORY	SUBJECT	
TotalTime	Action	InteractionHandling is an alias for the following masks:
JAVASUBCATEGORY		• CallInbound
N/A		• CallInternal
OBJECT TYPE(S)		• CallOutbound
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Interactions_Pulled

MAIN MASK		DESCRIPTION
InteractionPulled		The total number of interactions that this agent pulled from any queue.
RELATIVE MASK	AGGREGATIONTYPE	• Applied to GroupAgents, this stat type calculates the total number of interactions pulled by all agents within a specified agent group
N/A	N/A	• Applied to GroupPlaces, this stat type calculates the total number of interactions pulled by all agents who are logged in at places belonging to the specified place group.
CATEGORY	SUBJECT	
TotalNumber	Action	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Interactions_Rejected

MAIN MASK		DESCRIPTION
InteractionRejected		The total number of interactions that were offered for processing to the this agent, and that were rejected, during the specified period.
RELATIVE MASK	AGGREGATIONTYPE	• Applied to GroupAgents, this stat type calculates the total number of offered and rejected interactions by all agents in a specified agent group
N/A	N/A	• Applied to GroupPlaces, this stat type calculates the total number of offered and rejected interactions by all agents who are logged in at places belonging to the specified place group.
CATEGORY	SUBJECT	
TotalNumber	Action	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Interactions_Timed_Out

MAIN MASK InteractionRevoked		DESCRIPTION The total number of interactions that were accepted, pulled, or created and subsequently revoked by this resource during the specified period because of prolonged nonactivity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Interactions_Initiated

MAIN MASK InteractionStartedInternal		DESCRIPTION The total number of internal interactions originated by this agent. • Applied to GroupAgents, this stat type calculates the total number of internal interactions originated by all agents in a specified agent group • Applied to GroupPlaces, this stat type calculates the total number of internal interactions originated by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total amount of time this agent spent handling internal calls which the agent initiated. This stat type includes durations of voice interactions that were placed on hold by the agent.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Taken

MAIN MASK		DESCRIPTION	
CallInternalReceived		The total amount of time this agent spent handling internal calls which the agent received. This stat type includes durations of voice interaction that were placed on hold by the agent.	
RELATIVE MASK	**AGGREGATION TYPE**		
N/A	N/A		
CATEGORY	**SUBJECT**		
TotalTime	DNAction		
JAVA SUB CATEGORY			
N/A			
OBJECT TYPE(S)			
Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_Entered

MAIN MASK		DESCRIPTION	
N/A		The total number of e-mail interactions that entered a queue. This stat type includes those interactions that were placed in queue upon creation. This stat type counts each entrance instance even if a particular e-mail interaction enters a specific queue more than once. This stat type does not count interactions that are taken from the queue for processing and left in the queue upon completion of processing.	
RELATIVE MASK	**AGGREGATION TYPE**		
N/A	Total		
CATEGORY	**SUBJECT**		
JavaCategory	N/A		
JAVA SUB CATEGORY		**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
eServiceInteractionStat.jar:EQR Total Entered			
OBJECT TYPE(S)			
StagingArea			
INTRODUCED IN	**DISCONTINUED IN**	**EXTENDED PARAMETERS**	**USED IN WHICH REPORTING APPLICATION**
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_In_Processing

MAIN MASK		DESCRIPTION	
N/A		The total number of e-mail interactions in queue that are being processed at the moment of measurement. This stat type excludes e-mail interactions that are in queue waiting to be processed.	
RELATIVE MASK	**AGGREGATION TYPE**		
N/A	Current		
CATEGORY	**SUBJECT**		
JavaCategory	N/A	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
JAVA SUB CATEGORY			
eServiceInteractionStat.jar:EQR Current in Processing			
OBJECT TYPE(S)			
StagingArea			
INTRODUCED IN	**DISCONTINUED IN**	**EXTENDED PARAMETERS**	**USED IN WHICH REPORTING APPLICATION**
7.0	N/A	N/A	Real-Time Reporting

IxnQueue_Email_In_Queue

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions in queue at the moment of measurement.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	Current	The calculation for this stat type is shown below.
CATEGORY	**SUBJECT**	`Current Waiting Processing + Current in Processing`
JavaCategory	N/A	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
JAVASUBCATEGORY		
eServiceInteractionStat.jar:EQR Current in Queue		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

IxnQueue_Email_Maximum

MAIN MASK		DESCRIPTION
N/A		The highest number of e-mail interactions in queue during the reported time period.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	Maximum	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY	**SUBJECT**	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:EQR Maximum Interactions		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_Minimum

MAIN MASK		DESCRIPTION
N/A		The lowest number of e-mail interactions in queue during the reported time period.
RELATIVE MASK	**AGGREGATIONTYPE**	
N/A	Minimum	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY	**SUBJECT**	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:EQR Minimum Interactions		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_Moved

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions that were moved from this queue to any other queue during the reported time period.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY JavaCategory	**SUBJECT** N/A	
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Moved		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_Stopped

MAIN MASK		DESCRIPTION
N/A		The total number of e-mail interactions for which processing has stopped while in this queue during the reported time period.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY JavaCategory	**SUBJECT** N/A	
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Stopped		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

IxnQueue_Email_Waiting_Processing

MAIN MASK		DESCRIPTION
N/A		The total number of email interactions that have been submitted, are currently waiting processing, and are not being processed at the moment of measurement.
RELATIVE MASK N/A	**AGGREGATIONTYPE** Current	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.
CATEGORY JavaCategory	**SUBJECT** N/A	
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current Waiting Processing		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Real-Time Reporting

Max_Time_to_Abandon

MAIN MASK		DESCRIPTION
CallAbandoned, CallAbandonedFromRinging		The maximum time that live or virtual voice interactions waited in a queue or route point before they were abandoned. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for abandoned voice interactions on all distribution DNs within the group.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
MaxTime	DNAction	
JAVASUBCATEGORY		
N/A		During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which includes interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Max_Time_to_Answer

MAIN MASK		DESCRIPTION
CallAnswered		The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for answered interactions distributed from all queues or route points in the specified group.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
MaxTime	DNAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Maximum_Calls

MAIN MASK		DESCRIPTION
CallWait		The maximum number of voice interactions simultaneously waiting in this queue during the given interval.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
MaxNumber	DNAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

MediaX_Current_In_Processing_In_Queue

MAINMASK		DESCRIPTION
N/A		The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Current	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:OMQ Current In Processing		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.2	N/A	MediaType=x	Real-Time Reporting

MediaX_Current_In_Queue

MAINMASK		DESCRIPTION
N/A		The total number of interactions of the media type X within this staging area at the moment of measurement.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Current	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:OMQ Current in Queue		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.2	N/A	MediaType=x	Real-Time Reporting

MediaX_Current_Waiting_Processing_In_Queue

MAINMASK		DESCRIPTION
N/A		The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Current	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:OMQ Current Waiting Processing		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.2	N/A	MediaType=x	Real-Time Reporting

MediaX_Maximum_Interactions_In_Queue

MAINMASK N/A		DESCRIPTION
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum	The maximum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.
CATEGORY JavaCategory	SUBJECT N/A	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Maximum Interactions		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Minimum_Interactions_In_Queue

MAINMASK N/A		DESCRIPTION
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum	The minimum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.
CATEGORY JavaCategory	SUBJECT N/A	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Minimum Interactions		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Stopped_Processing_In_Queue

MAINMASK N/A		DESCRIPTION
RELATIVE MASK N/A	AGGREGATIONTYPE Total	The total number of interactions of the media type X that stopped processing while in this staging area during the specified period.
CATEGORY JavaCategory	SUBJECT N/A	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Stopped Processing		
OBJECT TYPE(S) StagingArea		

INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

MediaX_Total_Entered_Queue

MAINMASK		DESCRIPTION
N/A		The total number of interactions of the media type X that entered this staging area during the specified period.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:OMQ Total Entered		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.2	N/A	MediaType=x	Real-Time Reporting, Historical Reporting

MediaX_Total_Moved_From_Queue

MAINMASK		DESCRIPTION
N/A		The total number of interactions of the media type X that were moved from this staging area to any other staging area during the specified period.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	Total	**Note:** You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.
CATEGORY	SUBJECT	
JavaCategory	N/A	
JAVASUBCATEGORY		
eServiceInteractionStat.jar:OMQ Total Moved		
OBJECT TYPE(S)		
StagingArea		

INTRODUCED IN	DISCONTINUED IN	EXTENDED PARAMETERS	USED IN WHICH REPORTING APPLICATION
7.2	N/A	MediaType=x	Real-Time Reporting, Historical Reporting

Minimum_Calls

MAIN MASK		DESCRIPTION
CallWait		The minimum number of voice interactions simultaneously waiting in this queue during the given interval.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
MinNumber	DNAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

N_Calls_Cleared

MAIN MASK CallCleared		DESCRIPTION The total number of voice interactions that have been cleared from this queue or routing point. This stat type counts every voice interaction that leaves a given queue or routing point because of being delivered to an agent from another queue. In other words, *cleared* means that an interaction is diverted from another queue, with a CallState of Cleared or Diverted, in the case of a regular ACD queue, or with a CallState of Redirected, in the case of a virtual queue. Applied to GroupQueues, this stat type sums all voice interactions cleared from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

N_Calls_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of voice interactions that have been diverted from a queue or routing point to an agent's DN for further processing. Applied to GroupQueues, this stat type sums all voice interactions distributed from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

N_Released

MAIN MASK CallReleased		DESCRIPTION The total number of voice interactions that have been released by agents. Applied to GroupQueues, this stat type sums statistics for all the DNs on which agents are logged in at queues in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

NotReadyAgentsRatio

MAIN MASK WaitForNextCall		**DESCRIPTION** The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue.	
RELATIVE MASK *, ~LoggedOut	**AGGREGATION TYPE** N/A		
CATEGORY RelativeNumberPercentage	**SUBJECT** AgentStatus	Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group.	
JAVA SUB CATEGORY N/A		Note that, despite its name, this stat type actually calculates the ratio of "ready" agents. It is recommended that you rename this stat type to ReadyAgentsRatio in your environment and reassign it, under the new name, to the Real-Time and Historical templates (in particular, the templates using the Ready Ratio CCPulse+ metric).	
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Real-Time Reporting

Outbound_Interactions_Initiated

MAIN MASK InteractionStartedOutbound		**DESCRIPTION** The total number of purely outbound e-mail interactions originated by a resource.	
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A		
CATEGORY TotalNumber	**SUBJECT** Action		
JAVA SUB CATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

ServiceFactor1

MAIN MASK		DESCRIPTION
CallAbandoned, CallAbandonedFromRinging, CallAnswered		An empirical ratio which can be used to measure performance for a queue and/or route point. Its formula yields results different from 0 only for "final" queues and/or route points; that is, queues and/or route points from which calls are intended to be distributed directly to agents. This stat type is not designed to be used for intermediate queues or route points, such as those designed primarily to distribute calls to other queues or route points.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
ServiceFactor1	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
GroupQueues, Queue, RoutePoint

This stat type's formula requires setting two separate thresholds while requesting this statistic; the value of these thresholds greatly influence the statistic's value. Setting meaningful thresholds and applying this statistic to "valid" queue /route point is your responsibility.

ServiceFactor1 is calculated as follows:
```
(nAnswTh1 * 100) /
(nAnsw + nAband - nAbandTh2)
```

where
- nAnswTh1 represents the number of calls answered within the first threshold, Th1.
- nAnsw is the number of calls answered.
- nAband is the number of abandoned calls.
- nAbandTh2 is number of calls abandoned within the second threshold, Th2.

Note: You are supposed to set Th1 to a reasonable range, reflecting your real (or strategic) behavior—from 10 to 60 seconds, for example—so that nAnswTh1 calculates the number of answered calls within the expected threshold for calls to be answered. Th2 should be defined as a smaller range—from 0 to 5 seconds, for example—so that nAbandTh2 calculates short abandoned calls.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Real-Time Reporting

Talk_Time_Inbound

MAIN MASK		DESCRIPTION
CallInbound		The total amount of time an agent spent handling live, inbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent and the time spent on related after-call work.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	DNStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, Place, GroupAgents, GroupPlaces

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

Talk_Time_Outbound

MAIN MASK		DESCRIPTION
CallOutbound		The total amount of time this agent spent on live, outbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent as well as the time spent on related after call work. This stat type also excludes durations spent on outbound voice interactions that are part of an outbound campaigns, including ASM interactions.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
TotalAdjustedTime	DNStatus	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, Place, GroupAgents, GroupPlaces		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

Total_Abandon_Time

MAIN MASK		DESCRIPTION
CallAbandoned		The total time that live or virtual voice interactions waited on an ACD queue, virtual queue, or route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams in the *Overview* book of the *Reporting Technical Reference* series.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandonedWhileRinging). This stat type replaces the Total_Time_To_Abandon stat type (which differs from the Total_Time_to_Abandon stat type).
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
TotalTime	DNAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.1	N/A	N/A	Historical Reporting Real-Time Reporting

Total_Abandoned

MAIN MASK		DESCRIPTION
CallAbandoned		The total number of voice interactions that were terminated by the caller while in this queue. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandonedWhileRinging).
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	
CATEGORY	SUBJECT	
TotalNumber	DNAction	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
GroupQueues, Queue, RoutePoint		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting Real-Time Reporting

Total_Abandoned_WR

MAIN MASK		DESCRIPTION
CallAbandonedFromRinging		The total number of live, voice interactions that were distributed from this distribution DN to an agent and terminated by the caller before the agent could answer. This stat type excludes interactions that were sent to other queues or routepoints before being distributed to an agent and then abandoned by the caller.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting Real-Time Reporting

Total_AfterCallWork_Agent_St_Number

MAIN MASK		DESCRIPTION
AfterCallWork		The total number of times that agents were in AfterCallWork status.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	• Applied to GroupAgents, this stat type calculates the total AfterCall-Work statuses for all the agents belonging to the specified agent group.
CATEGORY TotalNumber	**SUBJECT** AgentStatus	• Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		The calculation is shown below.
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		`Sum(Agent_AfterCallWork)`
INTRODUCED IN 6.1	**DISCONTINUED IN** 6.5	**FORMULA**	**USED IN WHICH REPORTING APPLICATION** Historical Reporting

Total_Answered

MAIN MASK		DESCRIPTION
CallAnswered		The total number of voice interactions that were distributed from a queue to this agent and were answered. This stat type excludes interactions that were sent to other queues before being answered.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 6.1	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_ASM_Engage_Time

MAIN MASK		DESCRIPTION
ASM_Engaged		The total time that agents spent in ASM_Engaged status.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION
The total time that agents spent in ASM_Engaged status.
- Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the group were in the ASM_Engaged status.
- Applied to GroupPlaces, this stat type calculates the total time of agents in the ASM_Engaged status who were logged in at places belonging to the specified place group.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	N/A	Historical Reporting

Total_Calls

MAIN MASK	
CallConsult, CallInternal, CallOutbound, CallInbound, CallUnknown, ASM_Outbound	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION
The total number of times that agents completed being in one or more of the call-handling statuses, which include CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), CallUnknown (calls of unknown types), and ASM_Outbound.
- Applied to GroupAgents, this stat type calculates the total number of times that all the agents in the specified agent group completed being in one or more of the call-handling statuses.
- Applied to GroupPlaces, this stat type calculates the total number of times in these statuses for all the agents who were logged in at places belonging to the specified place group.

Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls included those statuses where the agent's DN(s) was still in one of the call-handling statuses at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1 for Hist. Reporting 6.5 for R-T Reporting	N/A for H Rept 7.0 for R-T Rept	N/A	Historical Reporting, Real-Time Reporting

Total_Calls_Abandoned

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. The total number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point. Because DCID is turned on, Stat Server counts a specific interaction that was abandoned on more than one queue or route point only once. During the 6.5 release, this stat type was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned. For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsAband.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Answered

MAIN MASK CallAnswered		DESCRIPTION The total number of virtual or live voice interactions distributed from a queue or route point directly to this agent and answered by this agent. Applied to GroupQueues, this stat type sums all answered calls (distinguished by connection ID) for all the queues or route points in that group. Note that because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction that is distributed from several queues or route points in the same group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Answered_In_Threshold

MAIN MASK CallAnswered		DESCRIPTION The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied GroupQueues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 6.5	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_ASM_Outbound

MAIN MASK		DESCRIPTION
ASM_Outbound		The total number of ASM (Active Switching Matrix) outbound calls placed automatically for this agent or a place and then connected to the intended contact person. Applied to GroupAgents or GroupPlaces, this stat type sums all ASM outbound calls for all the agents or all the places in their respective groups.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Calls_ASM_Received

MAIN MASK		DESCRIPTION
ASM_Engaged		The total number of ASM (Active Switching Matrix) outbound calls placed automatically for an available agent who is waiting to be connected to the customer. Applied to GroupAgents or to GroupPlaces, this stat type sums all automatically placed calls for all agents or all places in their respective groups.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	DNAction

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

Because DCID is turned on, Stat Server counts an outbound call that is placed with more than one available agent (or place) only once.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	DCID	Historical Reporting, Real-Time Reporting

Total_Calls_Consult

MAIN MASK		DESCRIPTION
CallConsult		The total number of CallConsult statuses that completed during the reporting interval; that is, the number of times that agents participated in consultation calls.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

- Applied to GroupAgents, this stat type calculates the total number of times that agents in the specified agent group completed being in the CallConsult status.
- Applied to GroupPlaces, this stat type calculates the total number of completed CallConsult statuses for all agents who are logged in at places belonging to the specified place group.

Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Consult included those statuses where the agent's DN(s) was still in CallConsult status at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1 for Hist. Reporting 6.5 for R-T Reporting	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Calls_Dialed

MAIN MASK		DESCRIPTION
CallDialed		The total number of interactions that this agent or place dials. Applied to GroupAgents or to GroupPlaces, this stat type sums all dialed interactions for all agents or all places in their respective groups.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** DNAction	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 5.1	**DISCONTINUED IN** 7.0	**FORMULA** N/A **USED IN WHICH REPORTING APPLICATION** Historical Reporting

Total_Calls_Distributed

MAIN MASK		DESCRIPTION
CallDistributed		The total number of unique voice interactions, whether virtual or live, distributed from a specified queue or route point. The DistinguishBy-ConnID option is turned on for this stat type; therefore, the Stat Server counts each distributed call only once, even if an interaction is distributed from a queue or a route point or group of queues more than one time. Applied to GroupQueues, this stat type sums all such interactions for all queues in the group. Note that redirected interactions are not included in the count for distributed interactions.

For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsDistrib. |
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** DNAction	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 5.1 for Hist. Reporting	**DISCONTINUED IN** N/A	**FORMULA** DCID introduced in 6.0 **USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Calls_Distributed_In_Threshold

MAIN MASK		DESCRIPTION
CallAnswered		The total number of unique voice interactions, whether live or virtual, distributed from a specific queue or route point within the specified time threshold (measured in seconds). The DistinguishByConnID option is turned on for this stat type; therefore, Stat Server counts each distributed interaction only once, even if an interaction is distributed from a queue, route point, or group of queues more than once. Applied to GroupQueues, this stat type sums all the numbers of such interactions for all queues or route points in the same queue group.

Note: Redirected calls are not included in the count for distributed calls. |
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumberInTimeRange	**SUBJECT** DNAction	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 5.1	**DISCONTINUED IN** 6.5	**FORMULA** DCID introduced in 6.0 **USED IN WHICH REPORTING APPLICATION** Historical Reporting

Total_Calls_Entered

MAIN MASK CallEntered		DESCRIPTION The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the *Overview* book of the *Reporting Technical Reference* series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Inbound

MAIN MASK CallInbound		DESCRIPTION The total number of times this agent's DN completed being in CallInbound status within the reporting interval. • Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group. • Applied to GroupPlaces, this stat type sums such status appearances for all agents logged in at places belonging to the specified place group. Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Inbound included interactions where the agent's DN(s) was still in CallInbound status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Internal

MAIN MASK CallInternal		DESCRIPTION The total number of times this agent's DN completed being in CallInternal status. • Applied to GroupAgents, this stat type sums such status appearances for all agents belonging to the specified agent group. • Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in at places belonging to the specified place group. Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Internal included interactions where the agent's DN(s) was still in CallInternal status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total number of times this agent's DN completed being in CallOutbound status.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in to places belonging to the specified place group
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Oubound included interactions where the agent's DN(s) was still in CallOutbound status at the end of the reporting interval.
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Unknown

MAIN MASK CallUnknown		DESCRIPTION The total number of times this agent's DN completed being in CallUnknown status.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged into to places belonging to the specified place group.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Unknownincluded interactions where the agent's DN(s) was still in CallUnknown status at the end of the reporting interval.
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Cleared

MAIN MASK CallCleared		DESCRIPTION The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is "cleared" from other targets.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Consult_Talk_Time

MAIN MASK		DESCRIPTION
CallConsult		The total time that agents spent handling consult calls or chat sessions that ended during the reporting interval.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION

The total time that agents spent handling consult calls or chat sessions that ended during the reporting interval.
- Applied to GroupAgents, this stat type calculates the total consult talk/chat time for all the agents belonging to the specified agent group.
- Applied to GroupPlaces, this stat type calculates the total consult talk/chat time for all the agents logged in at places belonging to the specified place group.

Total_Consult_Talk_Time is calculated as follows:
`Sum(Agent_CallConsultStatus.time)`

Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Consult_Talk_Time included consult calls that not only ended but were also in progress during the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1 for Hist. Reporting	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Dialing_Number

MAIN MASK		DESCRIPTION
CallDialing		

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION

The total number of times that agents completed dialing calls within the reporting interval.
- Applied to GroupAgents, this stat type calculates the total number of times that dialing completed for all of the agents of the specified agent group.
- Applied to GroupPlaces, this stat type calculates the total number of times that dialing completed for all of the agents logged in at places belonging to the specified place group.

Total_Dialing_Time is calculated as follows:
`Sum(Agent_CallDialing status)`

Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Dialing_Number included dialing that not only completed but also dialing that was in progress during the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Total_Dialing_Time

MAIN MASK CallDialing		DESCRIPTION The total time that agents completed dialing calls within the reporting interval.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type shows the total time in this status by agents of the specified agent group.
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type shows the total time in this status by agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		This stat type is calculated as follows: `Sum(Agent_CallDialing Status.time)`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Dialing_Time included the time related to dialing that not only completed but also dialing that was in progress during the reporting interval.
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Distribute_Time

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalTime	SUBJECT DNAction	
JAVASUBCATEGORY N/A		This stat type is identical to Total_Time_to_Distribute and Total_Time_To_Distribute.
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		This stat type replaces the Total_Time_To_Distribute stat type.
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of voice interactions distributed from a queue, queue group, or routepoint regardless of destination. This stat type includes interaction distributions to the same queue, other queues, and/or routepoints.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	And, because DCID is not turned on, this stat type counts each instance of interaction distribution even if a particular interaction is distributed more than once before being processed or abandoned.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Entered

MAIN MASK CallEntered		DESCRIPTION The total number of live voice or chat interactions that entered a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue more than once or if the interaction enters several queues or route points.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	This stat type is identical to CallsEntered.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Forwarded

MAIN MASK CallForwarded		DESCRIPTION The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding. This stat type counts all instances of transfer, even if a particular interaction was transferred to another destination more than once. This stat type excludes interactions that were sent directly to other queues before being distributed to an agent and then forwarded or redirected.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalNumber	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Hold_Time

MAIN MASK CallOnHold		DESCRIPTION The total time that agents had the most recent call on hold for all instances where CallOnHold status completed within the reporting interval. • Applied to GroupAgents, this stat type calculates this total time of such instances by all the agents of the specified agent group. • Applied to GroupPlaces, this stat type calculates this total time of such instances by all the agents logged in to places belonging to the specified place group.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus	
JAVASUBCATEGORY N/A		Total_Hold_Time is calculated as follows: `Sum(Agent_CallOnHold Status.time)`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Hold_Time included held interactions that were still in progress at the end of the reporting interval.
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Inbound_Handled

MAIN MASK		DESCRIPTION
InteractionHandlingInbound		The total number of live or virtual inbound interactions handled by this agent. This number includes inbound interactions that were transferred to the agent as well as multiple instances of the agent handling the same interaction more than once.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	InteractionHandlingInbound is an alias for the following masks:
JAVA SUB CATEGORY N/A		• CallInboundInbound • CallInternalInbound
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		• CallOutboundInbound
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Login_Time

MAIN MASK		DESCRIPTION
*, ~LoggedOut, ~NotMonitored		The total time that monitored agents were logged in. This stat type does not include logged-in time when the switch is disconnected from Stat Server. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalTime	**SUBJECT** AgentStatus	Prior to the 6.5 release, this stat type was named TotalLoginTime for Real-Time Reporting.
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 5.1	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Not_Ready_Agent_St_Number

MAIN MASK		DESCRIPTION
NotReadyForNextCall		The total number of times that agents are in NotReadyForNextCall status. • Applied to GroupAgents, this stat type calculates the total NotReadyForNextCall statuses for all the agents belonging to the specified agent group. • Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.
RELATIVE MASK N/A	**AGGREGATION TYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** AgentStatus	
JAVA SUB CATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		The calculation is shown below. `Sum(Agent_NotReadyForNextCall status)`
INTRODUCED IN 6.1	**DISCONTINUED IN** 6.5	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting

Total_Not_Ready_Agent_St_Time

MAIN MASK		DESCRIPTION
NotReadyForNextCall		The total time that agents spend in NotReadyForNextCall status.
RELATIVE MASK	**AGGREGATION TYPE**	• Applied to GroupAgents, the formula calculates the total time agents spend in NotReadyForNextCall statuses for all the agents belonging to the specified agent group.
N/A	N/A	
CATEGORY	**SUBJECT**	• Applied to GroupPlaces, the formula calculates total time agents spend in NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group.
TotalTime	AgentStatus	
JAVASUBCATEGORY		The calculation is shown below.
N/A		`Sum(Agent_NotReadyForNextCall status.time)`
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
6.1	6.5	N/A	Historical Reporting

Total_Not_Ready_Number

MAIN MASK		DESCRIPTION
NotReadyForNextCall		The total number of times that agents completed being in NotReadyForNextCall status during the reporting interval.
RELATIVE MASK	**AGGREGATION TYPE**	• Applied to GroupAgents, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents of the specified agent group.
N/A	N/A	
CATEGORY	**SUBJECT**	• Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group.
TotalAdjustedNumber	AgentStatus	
JAVASUBCATEGORY		The calculation is shown below.
N/A		`Sum(Agent_NotReadyForNextCall status)`
OBJECT TYPE(S)		Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Not_Ready_Number included interactions where the agent was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval.
Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN	**DISCONTINUED IN**	**FORMULA**	**USED IN WHICH REPORTING APPLICATION**
5.1	N/A	N/A	Historical Reporting

Total_Not_Ready_Time

MAIN MASK
NotReadyForNextCall

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION

The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval.
- Applied to GroupAgents, this stat type calculates the total duration of such statuses for all the agents' DNs of the specified agent group.
- Applied to GroupPlaces, this stat type calculates the total duration of such statuses for all the agents logged in at places belonging to the specified place group.

The calculation is shown below.
```
Sum(Agent_NotReadyForNextCall status.time)
```

Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Not_Ready_Time included interactions where the agent's DN was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval.

For Real-Time Reporting: Prior to the 6.0 release, the name of this stat type was TotalNotReadyTime. In release 6.1, the name was changed to TotalNotReadyStatusTime. In the release 6.5, the name was changed again to Total_Not_Ready_Time.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Number_Being_Monitored

MAIN MASK
BeingMonitored

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalNumber	Action

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

DESCRIPTION

The total number of interactions handled by this agent that were monitored during the reporting interval. This stat type counts every monitoring instance even if a specific interaction was monitored more than once.

This stat type is calculated as follows:
```
Sum( EventPartyAdded [Reason=Intrusion; Mode=Monitor;
Party=Agent] )
```

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Number_Coached

MAIN MASK BeingCoached		DESCRIPTION The total number of chat interactions handled by an agent that were coached during handling. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent]) This stat type counts each coaching instance separately even if the agent received coaching more than once on the same interaction.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Intrusion_Initiated

MAIN MASK CoachingByIntrusionInitiated		DESCRIPTION The total number of chat interactions handled by this agent that were coached by intrusion (as opposed to being coached upon request). This stat type counts every instance coaching by intrusion even if a specific interaction was coached by intrusion more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Intrusion; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Request_Initiated

MAIN MASK CoachingByRequestInitiated		DESCRIPTION The total number of chat interactions handled by an agent where the agent requested coaching (as opposed to coaching by intrusion). This stat type counts every instance requested coaching even if this agent requested coaching on a specific interaction more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Initiated

MAIN MASK		DESCRIPTION
InteractionConferenceMade		The total number of successful attempts by this agent to initiate a chat conference or add another participant to an existing conference.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	This stat type is calculated as follows: `Sum ( EventPartyAdded [Reason=Conference; Mode=Conference;`
CATEGORY	SUBJECT	`Initiator=Agent] )`
TotalNumber	Action	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Joined

MAIN MASK		DESCRIPTION
InteractionConferenceJoined		The total number of conference requests accepted by this agent. For a specific interaction that was conferenced more than once to this resource and was accepted, this stat type counts each instance separately.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	This stat type is calculated as follows: `Sum ( EventPartyAdded [Reason=Conference; Mode=Conference;`
CATEGORY	SUBJECT	`Party=Agent])`
TotalNumber	Action	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Number_Interactions_Invited_For_Coaching

MAIN MASK		DESCRIPTION
CoachingRequested		The total number of times this agent requested coaching regardless of whether coaching was granted. This stat type counts every coaching invitation even if this agent requested coaching on the same interaction more than once.
RELATIVE MASK	AGGREGATIONTYPE	
N/A	N/A	This stat type is calculated as follows: `Sum ( EventAgentInvited [Reason=Conference; Mode=Coach;`
CATEGORY	SUBJECT	`Initiator=Agent] )`
TotalNumber	Action	
JAVASUBCATEGORY		
N/A		
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place		

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.0	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Number_of_Conferences

MAIN MASK		DESCRIPTION	
CallConferenceMade, CallConferenceJoined		The total number of unique conference interactions made (CallConferenceMade) or joined (CallConferenceJoined) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums unique conference calls for all agents or for all places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Number_Of_Joined_To_Conference_By_Intrusion

MAIN MASK		DESCRIPTION	
ConferenceJoinedByIntrusion		The total number interactions handled by this agent involved conferences that were joined by intrusion (as opposed to joined by request). This stat type counts every instance of intruded conferences even if a particular interaction involved conference by intrusion more than once. This stat type is calculated as follows: Sum (EventAgentInvited [Reason=Intrusion; Mode=Conference])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Of_Monitoring_Initiated

MAIN MASK		DESCRIPTION	
MonitoringInitiated		The total number of times interactions handled by this agent were monitored. This stat type counts every monitoring instance for this agent even if the same interaction was monitored more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Made

MAIN MASK CallTransferMade		DESCRIPTION The total number of transfers made (CallTransferMade) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transfers made by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Taken

MAIN MASK CallTransferTaken		DESCRIPTION The total number of transferred voice interactions received (CallTransferTaken) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transferred voice interactions received by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_on_Hold

MAIN MASK CallOnHold		DESCRIPTION The total number of times that agents completed being in CallOnHold status during the reporting interval. • Applied to GroupAgents, the stat type calculates the total number of such CallOnHold statuses for all the agents of the specified agent group. • Applied to GroupPlaces, the stat type calculates the total number of such CallOnHold statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. `Sum(Agent_CallOnHold status)` Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Number_on_Hold included interactions where the agent was still in CallOnHold status at the end of the reporting interval as well as those held interactions that completed during the interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0 Removed in 6.5	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Made

MAIN MASK		DESCRIPTION
InteractionTransferMade		The total number of interactions transfers made by this agent 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.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Taken

MAIN MASK		DESCRIPTION
InteractionTransferTaken		The total number of transferred interactions taken by this agent. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transferred interactions taken by all of the agents belonging to the respective group.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalNumber	**SUBJECT** Action	For interactions that were transferred more than once to this agent and taken, this stat type counts each instance of transfer separately.
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Processing_Time

MAIN MASK		DESCRIPTION
InteractionHandlingInbound		The total duration that inbound interactions that were either: • In processing at the agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or • Started processing within the reporting interval and finished processing within the same reporting interval.
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A	
CATEGORY TotalTime	**SUBJECT** Action	Applied to GroupAgents or GroupPlaces, this stat type calculates the total duration of inbound interactions processed by all of the agents belonging to the respective group.
JAVASUBCATEGORY N/A		InteractionHandlingInbound is an alias for the following masks: • CallInboundInbound • CallInternalInbound • CallOutboundInbound
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting, Real-Time Reporting

Total_Ready_Time

MAIN MASK		DESCRIPTION
WaitForNextCall		The total amount of time an agent was ready to handle voice interactions during the reporting interval. • Applied to GroupAgents, the stat type calculates the total ready time for all of the agents belonging to the specified agent group. • Applied to GroupPlaces, the stat type calculates the total ready time for all of the agents logged in at places belonging to the specified place group.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, Place, GroupAgents, GroupPlaces

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
7.2	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Ringing_Number

MAIN MASK		DESCRIPTION
CallRinging		The total number of times CallRinging status completed for an agent during the reporting interval. • Applied to GroupAgents, the formula calculates the total number of such statuses for all agents belonging to the specified agent group. • Applied to GroupPlaces, the formula calculates the total number of such statuses for all of the agents logged in at places belonging to the specified place group.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedNumber	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

The calculation is shown below.
```
Sum(Agent_CallRinging status)
```

Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Ringing_Number included interactions that were still in CallRinging status at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Total_Ringing_Time

MAIN MASK		DESCRIPTION
CallRinging		The total amount of time that calls were in CallRinging status and this status completed for an agent during the reporting interval. • Applied to GroupAgents, the stat type calculates the total duration of such statuses for all agents belonging to the specified agent group. • Applied to GroupPlaces, the stat type calculates total duration of such statuses for all of the agents logged in at places belonging to the specified place group.

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalAdjustedTime	AgentStatus

JAVASUBCATEGORY
N/A

OBJECT TYPE(S)
Agent, GroupAgents, GroupPlaces, Place

The calculation is shown below.
```
Sum(Agent_CallRinging status.time)
```

Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Ringing_Time included interactions where the call was still in CallRinging status at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Total_Sent_To_Queue

MAIN MASK		DESCRIPTION	
CallDistributedToQueue		The total number of live or virtual voice interactions that were distributed from this distribution DN to another (or the same) distribution DN. This stat type counts every call-distribution-to-queue instance even if the same call was distributed to the same (or other) distribution DN more than once.	
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A		
CATEGORY TotalNumber	**SUBJECT** DNAction		
JAVASUBCATEGORY N/A		This stat type excludes interactions that are forwarded, redirected, or transferred to another (or the same) distribution DN.	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	**DISCONTINUED IN** N/A	**FORMULA** N/A	**USED IN WHICH REPORTING APPLICATION** Historical Reporting Real-Time Reporting

Total_Short_Abandoned_Calls

MAIN MASK		DESCRIPTION	
CallAbandoned, CallAbandonedFromRinging		The total number of live or virtual voice interactions abandoned on a specified distribution DN within the predefined threshold. An interaction is abandoned, for instance, if the caller hangs up before the interaction is distributed from the distribution DN. Applied to GroupQueues, this stat type sums all abandoned calls for all queues or route points belonging to the specified group.	
RELATIVE MASK N/A	**AGGREGATIONTYPE** N/A		
CATEGORY TotalNumberInTimeRange	**SUBJECT** DNAction		
JAVASUBCATEGORY N/A		During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN to an agent and then either terminated by the caller before the agent could answer or where the customer line is dropped for any reason within the predefined threshold. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed to an agent and then abandoned within the predefined threshold.	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	**DISCONTINUED IN** N/A	**FORMULA** DCID introduced in 6.0	**USED IN WHICH REPORTING APPLICATION** Historical Reporting

Total_Talk_Time

MAIN MASK CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, ASM_Outbound		DESCRIPTION The total time that agents spent handling completed calls including: inbound calls, outbound calls, consult calls, internal calls, and calls of unknown type.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type calculates the total duration of any of the aforementioned statuses for all the agents of the specified agent group.
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type calculates the total duration of any of the aforementioned statuses for all the agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		The calculation for this stat type is shown below. `Sum(Agent_CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time + ASM_Outbound.time)`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		For Real-Time Reporting, prior to the 6.0 release, the stat type name was TotalTalkTime. In the 6.0 release, the name was changed to Total-TalkStatusTime. In release 6.5, the name was changed again to Total_Talk_Time. Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time included interactions where the call was still in one of the aforementioned statuses at the end of the reporting interval.
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_ASM_Outbound

MAIN MASK ASM_Outbound		DESCRIPTION The total time that agents spend in ASM_Outbound status.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Outbound status.
CATEGORY TotalTime	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Outbound status by all the agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		Counted interactions include those that were in progress at the end of the reporting interval as well as those that completed.
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		The calculation is shown below: `Sum(Agent_ASM_Outbound.time)`
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Inbound

MAIN MASK	
CallInbound	
RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A
CATEGORY	SUBJECT
TotalAdjustedTime	AgentStatus
JAVASUBCATEGORY	
N/A	
OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place	

DESCRIPTION

The total amount of time that agents were in CallInbound status; that is, the total time agents completed handling inbound calls.
- Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling inbound calls.
- Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling inbound calls.

This stat type excludes those inbound calls that were in progress at the end of the reporting interval.

The calculation is shown below.
```
Sum(Agent_CallInbound.time)
```

Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Inbound included inbound calls that were in progress at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Talk_Time_Internal

MAIN MASK	
CallInternal	
RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A
CATEGORY	SUBJECT
TotalAdjustedTime	AgentStatus
JAVASUBCATEGORY	
N/A	
OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place	

DESCRIPTION

The total amount of time that agents were in CallInternal status; that is, the total time agents completed handling internal calls or internal chat sessions.
- Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling internal calls or internal chat sessions.
- Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling internal calls or internal chat sessions.

This stat type excludes those internal calls and chat sessions that were in progress at the end of the reporting interval.

The calculation is shown below.
```
Sum(Agent_CallInternal.time)
```

Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Internal included internal calls that were in progress at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Talk_Time_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total amount of time that agents were in CallOutbound status; that is, the total time agents completed handling outbound calls. • Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling outbound calls. • Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling outbound calls. This stat type excludes those outbound calls that were in progress at the end of the reporting interval. The calculation is shown below. `Sum(Agent_CallOutbound.time)` Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Outbound included outbound calls that were in progress at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Unknown

MAIN MASK CallUnknown		DESCRIPTION The total amount of time that agents were in CallUnknown status; that is, the total time agents completed handling calls of unknown type. • Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling calls of unknown type. • Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling calls of unknown type. This stat type excludes those calls of unknown type that were in progress at the end of the reporting interval. The calculation is shown below. `Sum(Agent_CallUnknown.time)` Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Unknown included calls of unknown type that were in progress at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_ASM_Engage

MAIN MASK	
ASM_Engaged	
RELATIVE MASK	**AGGREGATIONTYPE**
N/A	N/A
CATEGORY	**SUBJECT**
TotalTime	AgentStatus
JAVASUBCATEGORY	
N/A	
OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place	

DESCRIPTION

This stat type is specific for agents involved with outbound predictive dialing interactions which run in "Predictive with seizing mode". The status indicates that an agent, on a particular DN, waits for the customer to be connected in Predictive mode and ends when the customer is connected to the agent or when either the predictive dialing or the engaging call is released before the agent and the customer are connected to each other.

This stat type represents the total time that agents spend in the ASM_Engaged status.
- Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Engaged status.
- Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Engaged status by all the agents logged in at places belonging to the specified place group.

The calculation is shown below.
`Sum(Agent_ASM_Engaged.time)`

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.1	N/A	N/A	Historical Reporting

Total_Time_to_Abandon

MAIN MASK	
CallAbandoned, CallAbandonedFromRinging	
RELATIVE MASK	**AGGREGATIONTYPE**
N/A	N/A
CATEGORY	**SUBJECT**
TotalTime	DNAction
JAVASUBCATEGORY	
N/A	
OBJECT TYPE(S)	
GroupQueues, Queue, RoutePoint	

DESCRIPTION

The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching an agent). The cumulative wait time on a specified queue or route point. Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all of the distribution DNs within the queue group.

Prior to the 6.0 release, the stat type name was TotalAbandTime.

During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1 for Hist. Reporting 6.5 for R-T Reporting	N/A	N/A	Historical Reporting, Real-Time Reporting

Total_Time_To_Abandon

MAIN MASK CallAbandoned		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams in the *Overview* book of the *Reporting Technical Reference* series.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A		This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging).	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		Prior to the 6.0 release, the stat type name was TotalAbandTime. In the 7.1 release, Total_Abandon_Time replaced this stat type.	
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_to_Answer

MAIN MASK CallAnswered		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they reached this agent. The cumulative wait time before calls were answered. Applied to GroupQueues, this stat type sums all wait times for answered voice interactions distributed from queues in the specified queue group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_to_Distribute

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A		Prior to the 6.0 release, the stat type name was TotalDistribTime.	
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		This stat type is identical to Total_Time_To_Distribute.	
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_To_Distribute

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (Refer to the party state diagrams in the *Overview* book of the *Reporting Technical Reference* series.)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		This stat type is identical to Total_Time_to_Distribute.	
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Number

MAIN MASK WaitForNextCall		DESCRIPTION The total number of times that agents were in WaitForNextCall status; that is, the total number of times that agents had one or more DNs ready to receive call(s).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type calculates the total WaitForNextCall statuses for all the agents belonging to the specified agent group.	
CATEGORY TotalNumber	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		The calculation is shown below. `Sum(Agent_WaitForNextCall)`	
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Time

MAIN MASK WaitForNextCall		DESCRIPTION The cumulative time that agents spent in WaitForNextCall status (waiting for calls).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type presents the wait time for all the agents belonging to the specified agent group.	
CATEGORY TotalTime	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type presents the wait time for all the agents logged in at places in the specified place group.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		The calculation is shown below. `Sum(Agent_WaitForNextCall.time)`	
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Number

MAIN MASK WaitForNextCall		DESCRIPTION The total number of times that agents completed being in the Wait-ForNextCall status.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type calculates the total number of WaitForNextCall statuses for all the agents belonging to the specified agent group.
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		The calculation is shown below. `Sum(Agent_WaitForNextCall status)`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Wait_Number included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Time

MAIN MASK WaitForNextCall		DESCRIPTION The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval.
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	• Applied to GroupAgents, this stat type sums all wait times for all the agents of the specified agent group.
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus	• Applied to GroupPlaces, this stat type sums all wait times for all the agents logged in at places belonging to the specified place group.
JAVASUBCATEGORY N/A		The calculation is shown below. `Sum (Agent_WaitForNextCall.time)`
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Wait_Time included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Work_Number

MAIN MASK		DESCRIPTION
AfterCallWork		The total number of times an agent's DN(s) completed being in After-CallWork status during the reporting interval.
RELATIVE MASK	AGGREGATION TYPE	• Applied to GroupAgents, this stat type calculates the total number of such statuses for all the DNs of the specified agent group.
N/A	N/A	• Applied to GroupPlaces, this stat type calculates the total number of such statuses for all the agent DNs logged in at places belonging to the specified place group.
CATEGORY	SUBJECT	
TotalAdjustedNumber	AgentStatus	
JAVA SUB CATEGORY		The calculation is shown below.
N/A		`Sum(Agent_AfterCallWork status)`
OBJECT TYPE(S)		Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Work_Number included those statuses where the agent's DN(s) was still in WaitForNextCall status at the end of the reporting interval.
Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN	DISCONTINUED IN	FORMULA
5.1	N/A	N/A

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting

Total_Work_Time

MAIN MASK		DESCRIPTION
AfterCallWork		The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.
RELATIVE MASK	AGGREGATION TYPE	• Applied to GroupAgents, this stat type sums the total duration of such statuses for all the agents of the specified agent group
N/A	N/A	• Applied to GroupPlaces, this stat type sums the total duration of such statuses for all the agents logged in to places belonging to the specified place group (GroupPlaces).
CATEGORY	SUBJECT	
TotalAdjustedTime	AgentStatus	
JAVA SUB CATEGORY		The calculation is shown below.
N/A		`Sum(Agent_AfterCallWork.time)`
OBJECT TYPE(S)		Prior to the 6.0 release, the stat type name was TotalWorkTime.
Agent, GroupAgents, GroupPlaces, Place		Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Work_Time included statuses where the agent's DN(s) was still in AfterCallWork status at the end of the reporting interval.

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	N/A	Historical Reporting, Real-Time Reporting

TotalAfterCallWorkDNStatusTime

MAIN MASK AfterCallWork		DESCRIPTION The total time during which a RegDN is in AfterCallWork status. (Note that a RegDN is a regular destination directory number, usually an agent's DN).
RELATIVE MASK N/A	AGGREGATION TYPE N/A	• Applied to Agent, this stat type shows all the time spent in the After-CallWork status for the RegDN(s) configured for the place where the agent is logged in.
CATEGORY TotalTime	SUBJECT DNStatus	• Applied to Place, this stat type shows all the time spent in the After-CallWork status for all the RegDNs configured for this place.
JAVASUBCATEGORY N/A		• Applied to GroupAgents, this stat type shows all the time spent in the AfterCallWork status for the RegDNs configured for the place where the agents are logged in.
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN		• Applied to GroupPlaces, this stat type shows all the time spent in the AfterCallWork status for all the RegDNs at places in the specified place group. The calculation is shown below. `Sum (RegDN_AfterCallWork.time)`
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkPlaceStatusTime

MAIN MASK OfflineWorkType1		DESCRIPTION The total time during which a place is in AfterCallWork status.
RELATIVE MASK N/A	AGGREGATION TYPE N/A	The calculation is shown below. `Sum (Place_AfterCallWorkStatus.time)`
CATEGORY TotalTime	SUBJECT PlaceStatus	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkStatusTime

MAIN MASK OfflineWorkType1		DESCRIPTION The total time during which this agent is in AfterCallWork status.
RELATIVE MASK N/A	AGGREGATION TYPE N/A	• Applied to Agent or Place, this stat type shows all the time the agent spent in the AfterCallWork status.
CATEGORY TotalTime	SUBJECT AgentStatus	• Applied to GroupAgents, this stat type shows all the time agents spent in the AfterCallWork status.
JAVASUBCATEGORY N/A		• Applied to GroupPlaces, this stat type shows all the time agents spent in the AfterCallWork status for all agents logged in at places in the specified place group.
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		The calculation is shown below. `Sum (Agent_AfterCallWorkStatus.time)`
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalEWT

MAIN MASK		DESCRIPTION
CallDistributed, CallAbandoned, CallCleared		The total estimated wait time, in seconds, that live or virtual voice interactions wait at a distribution DN before being distributed or abandoned. Abandoned interactions include only those abandoned on the specified object (queue or route point). They do not include instances when the interaction is abandoned after distribution to an agent but before the agent has answered it (CallAbandonedWhileRinging).

Estimated wait time is derived from the first value retrieved from user data that Router attaches via the VCB_EWT key. |
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalCustomValue	SUBJECT DNAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint		
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID GetNumber("VCB_EWT", 1)	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

TotalNotReadyDNStatusTime

MAIN MASK		DESCRIPTION
NotReadyForNextCall		Total time during which a RegDN is in NotReadyForNextCall status. (Note that a RegDN is a regular destination directory number, usually an agent's DN). • Applied to Agent, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDN(s) configured for the place where the agent is logged in. • Applied to Place, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs configured for this place. • Applied to GroupAgents, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDNs configured for the place where the agents are logged in. • Applied to GroupPlaces, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs at places in the specified place group. The calculation is shown below. `Sum (RegDN_NotReadyForNextCall.time)`
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalTime	SUBJECT DNStatus	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN		
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNotReadyPlaceStatusTime

MAIN MASK		DESCRIPTION
NotReadyForNextCall		The total number of times that places are in NotReadyForNextCall status; that is, the total number of times that places have one or more DNs not ready for the next call. • Applied to GroupAgents, this stat type calculates the total number of times in this status for all the agents in the specified agent group. • Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the places belonging to the specified place group. The calculation is shown below. `Sum(Place_NotReadyForNextCall status)`
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY TotalTime	SUBJECT PlaceStatus	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place		
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberConsultCalls

MAIN MASK CallConsult		DESCRIPTION The total number of consultation voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or Group-Places, this stat type shows the total number of consultation voice interactions on DNs of all agents in a specified agent group or on all DNs at places in the specified place group.	
RELATIVE MASK N/A	AGGREGATION TYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A		The calculation is shown below. `Sum DCID(RegDN.CallConsult)`	
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInboundCalls

MAIN MASK CallInbound		DESCRIPTION The total number of live or virtual inbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type sums the inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group.	
RELATIVE MASK N/A	AGGREGATION TYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A		The calculation is shown below. `Sum DCID(RegDN.CallInbound)`	
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInternalCalls

MAIN MASK CallInternal		DESCRIPTION The total number of live or virtual internal voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces).	
RELATIVE MASK N/A	AGGREGATION TYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A		The calculation is shown below. `Sum DCID(RegDN.CallInternal)`	
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberOutboundCalls

MAIN MASK		DESCRIPTION
CallOutbound		The total number of live or virtual outbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound calls on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces).
RELATIVE MASK	AGGREGATION TYPE	
N/A	N/A	
CATEGORY	SUBJECT	
TotalNumber	DNAction	
JAVA SUB CATEGORY		The calculation is shown below.
N/A		`Sum DCID(RegDN.CallOutbound)`
OBJECT TYPE(S)		
Agent, GroupAgents, GroupPlaces, Place, RegDN		
INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	N/A	DCID introduced in 6.0	Real-Time Reporting

TotalTalk_Agent_St_Time

MAIN MASK		DESCRIPTION
CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown		The total time that agents spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), and CallInbound (inbound calls).
RELATIVE MASK	AGGREGATION TYPE	• Applied to GroupAgents, this stat type calculates the total time that agents spend in any of the aforementioned statuses for all the agents belonging to the specified agent group.
N/A	N/A	
CATEGORY	SUBJECT	• Applied to GroupPlaces, this stat type calculates the total time that agents spend in these statuses for all the agents logged in at places belonging to the specified place group.
TotalTime	AgentStatus	
JAVA SUB CATEGORY		
N/A		The calculation is shown below.
OBJECT TYPE(S)		`Sum(Agent_CallUnknown.time + CallConsult.time + Call-`
Agent, GroupAgents, GroupPlaces, Place		`Internal.time + CallOutbound.time + CallInbound.time)`
INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
5.1	6.5	N/A	Real-Time Reporting

TotalTalkDNStatusTime

MAIN MASK	
CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown, ASM_Outbound	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	DNStatus

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Agent, GroupAgents, GroupPlaces, Place, RegDN	

DESCRIPTION

Total time during which a RegDN is in one of the call-handling statuses: CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown. (Note that a RegDN is a regular destination directory number, usually this agent's DN.)

• Applied to Agent, this stat type shows all the time spent in the call-handling statuses for the RegDN(s) configured for the place where the agent is logged in.
• Applied to Place, this stat type shows all the time spent in the call-handling statuses for all the RegDNs configured for this place.
• Applied to GroupAgents, this stat type shows all the time spent in the call-handling statuses for the RegDNs configured for the place where the agents are logged in.
• Applied to GroupPlaces, this stat type shows all the time spent in the call-handling statuses for all the RegDNs at places in the specified place group.

The calculation is shown below:

```
Sum(RegDN_CallConsult.time) +
Sum(RegDN_CallInbound.time) +
Sum(RegDN_CallInternal.time) +
Sum(RegDN_CallOutbound.time) +
Sum(RegDN_CallUnknown.time)
```

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	N/A	N/A	Real-Time Reporting

TotalTalkPlaceStatusTime

MAIN MASK	
CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown	

RELATIVE MASK	AGGREGATIONTYPE
N/A	N/A

CATEGORY	SUBJECT
TotalTime	PlaceStatus

JAVASUBCATEGORY	
N/A	

OBJECT TYPE(S)	
Agent, Place, GroupAgents, GroupPlaces	

DESCRIPTION

The total time that places spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), and ASM_Outbound.)

The calculation for this stat type is shown below.

```
Sum(CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time + ASM_Outbound.time)
```

INTRODUCED IN	DISCONTINUED IN	FORMULA	USED IN WHICH REPORTING APPLICATION
6.0	6.5	N/A	Real-Time Reporting

Transfers_Made

MAIN MASK CallTransferMade		DESCRIPTION The total number of voice interactions transferred by this agent during the reporting interval.	
RELATIVE MASK N/A	AGGREGATION TYPE N/A	• Applied to GroupAgents, this stat type calculates the total number of voice interactions transferred by all the agents of the specified agent group.	
CATEGORY TotalNumber	SUBJECT DNAction	• Applied to GroupPlaces, this stat type calculates the total number of voice interactions transferred by all the agents logged in at places belonging to the specified place group.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type excludes unsuccessful attempts by agents to transfer interactions but includes each instance of successful transfer, even if the same agent transfers the same interaction more than once.	
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Transfers_Taken

MAIN MASK CallTransferTaken		DESCRIPTION The total number of voice interactions accepted by this agent during the reporting interval.	
RELATIVE MASK N/A	AGGREGATION TYPE N/A	• Applied to GroupAgents, this stat type calculates the total number of voice interactions accepted by all the agents of the specified agent group.	
CATEGORY TotalNumber	SUBJECT DNAction	• Applied to GroupPlaces, this stat type calculates the total number of voice interactions accepted by all the agents logged in at places belonging to the specified place group.	
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces		This stat type excludes unsuccessful attempts to transfer interactions to agents. If, however, the same interaction was transferred to an agent more than once, this stat type counts each instance of successful transfer separately.	
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

VCB_Result

MAIN MASK UserEvent		DESCRIPTION The total number of user events specifying a call result for a voice call-back interaction.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

VoiceTotalEntered

MAIN MASK CallRingingInbound, CallRingingOutbound		DESCRIPTION The total number of inbound voice interactions that arrived at agents' DNs during the reporting interval. • Applied to GroupAgents, the stat type calculates the total inbound calls for all of the agents belonging to the specified agent group. • Applied to GroupPlaces, the stat type calculates the total inbound calls for all of the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chapter

13 Statistical Parameters

The purpose of a statistical parameter is to further restrict the values that Stat Server returns to its clients based on predefined business attributes. Within the Genesys realm, a statistical parameter is one of the following:

- `Filter`
- `TimeRange`
- `TimeProfile`

These parameter types have been part of Reporting since its initial release. This chapter describes the statistical parameters used in the report templates provided for Historical and Real-Time reporting:

Defining Statistical Parameters

For Historical Reporting, you define statistical parameters using Data Modeling Assistant—by importing them from layout templates or by creating them anew using one of the DMA Constructor dialog boxes. The *Customization* book of the *Reporting Technical Reference* series includes several examples of how to create filters and other reporting elements. Data Sourcer then records the definitions, or modifications to the definitions, to both ODS and Stat Server. Conversely, Real-Time Reporting takes its parameter definitions directly from Stat Server. You cannot use CCPulse+ to create a new statistical parameter or to modify or delete an existing one. Refer to the "Managing Statistical Parameters" appendix in the *Customization* book for an expanded discussion of statistical parameters.

The methodology changed beginning with release 6.5.1 regarding some parameters that filtered values based on a media-type specification. Instead of attaching key-value pairs as strings to TEvents—for example, `PairExist("MediaType", "chat")`—media types in 6.5.1[+] are now considered attributes of TEvents—for example,

`MediaType=chat.` These attributes are stored, by default, in the `Business Attributes` folder of Configuration Manager. Filters provided in Reporting templates for 7.0 and forward releases include the language of business attributes in their definition. KV language, prevalent in definitions prior to 6.5.1, remains part of a filter's definition to preserve backward compatibility. For example, the 7.0 release of the `chat` filter considers both methodologies in its definition: `PairExist("MediaType", "chat") | MediaType= chat`. Prior to 7.0, the `chat` filter definition was `PairExist("MediaType", "chat")`.

The Historical Reporting layout templates contain parameter definitions within each XML file. When you import the templates, Data Sourcer stores the definitions in both ODS and Stat Server. Figure 10 shows a cutaway of the Email `EMAIL_AG` layout template and its parameter definitions.

By default, Real-Time Reporting (CCPulse+) relies on `StatProfile.cfg,` an ASCII-formatted file deployed by the Real-Time Reporting Wizard containing the configuration all statistical parameters used for a particular solution or solution channel and their definitions. (`Templates.stg` is another file that is deployed by the Wizard and stores metric definitions, including the parameters and statistical types on which they were built.) Figure 11 shows a portion of `StatProfile.cfg` for the Email and some of its parameters.

Refer to the "Statistic Configuration Options" chapter of the *Framework Stat Server User's Guide* for more information about time profiles, time ranges, and filters.

```xml
<?xml version="1.0" ?>
- <IM_DataBase Version="7.2.000">
  - <LayoutTemplate TemplateName="EMAIL_AG" LayoutName="EMAIL Agent Handling
      Layout" MetagroupClass="100" IsCustom="No" IsActive="Yes" DeleteTime=""
      SolutionType="15">
      <Description>EMAIL Agents Handling Report Layout</Description>
      <ObjectType ObjTypeId="0" ObjTypeName="Agent" />

            .
            .
            .

  - <Parameter ParameterId="22" ParameterKey="Filter" ParameterName="EMAIL_MEDIA"
      ParameterDefinition="MediaType=email">
      <Description />
    </Parameter>
  - <Parameter ParameterId="23" ParameterKey="TimeRange"
      ParameterName="ServiceFactorAnsweredThreshold" ParameterDefinition="0-10">
      <Description />
    </Parameter>
  - <Parameter ParameterId="24" ParameterKey="TimeRange"
      ParameterName="ServiceFactorAbandonedThreshold" ParameterDefinition="0-5">
      <Description />
    </Parameter>
</IM_DataBase>
```

Figure 10: Statistical Parameters in the EMAIL Agent Handling Layout

```
;
; CCPulse+ EMAIL Reporting Templates
; Version  8.0.000.04
;


.
.
.

[Filters]
EMAIL_MEDIA=MediaType=email
SMS_MEDIA=MediaType=sms
TerminatedEmail=Reason="Terminated"&MediaType=email

[TimeProfiles]
CollectorDefault=0:00+0:15


.
.
.
```

Figure 11: Statistical Parameters in StatProfile.cfg

Listing of Statistical Parameters

This section lists the filters, time ranges, and time profiles applied to statistics used in the provided CCPulse+ and CC Analyzer templates. With the exception of the Default time profile, all of the parameters listed in this section are defined explicitly in the Stat Server Application object servicing Reporting.

Filters

chatSession	isVCB	VCBNotRescheduled
EMAIL_MEDIA	isNotVCBwithEWT	VCBRequestsAttempts
isCBSuccess	Media_X	VCBRescheduled
isNotCBSuccess	NoVCB	VCBSubmit
isNotVCB	VCB_ASAP_CB	VoiceAndNotVCB
isNotVCBwithEWT	VCB_Scheduled_CB	VoiceCall

Time Ranges	**Time Profiles**
EWT_ANNOUNCE_TR	CollectorDefault
Range0-5	Default
Range0-10	OneHourSlide
Range0-120	
ServiceFactorAbandonedThreshold	
ServiceFactorAnsweredThreshold	
ServiceLevel	

Descriptions of Form Labels

Form Title   The name of the statistical parameter. This name provides the key for parameters using key-value pairs.

Parameter Type   One of three values:

- `Filter`
- `TimeRange`
- `TimeProfile`

Stat type parameters used for Historical and Real-Time Reporting are described on page 315.

Introduced In   The first release in which this parameter was used in Reporting.

Definition   The definition of the parameter as stored in Stat Server. Where parameter definitions changed between releases, this field provides each definition.

Description   A brief description of the parameter.

Solution Reporting Statistical Parameters

chatSession

PARAMETER TYPE Filter	DEFINITION IN 7.0[+] `MediaType = chat`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Web Media	
DESCRIPTION Returns values only when the MediaType key, generated by the Web Media Server, returns a "chat" value.	

CollectorDefault

PARAMETER TYPE TimeProfile	DEFINITION `0:00+0:15`
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a `Growing` interval type that resets statistics to 0 every 15 minutes. Real-Time Reporting does not use this time profile. All Genesys solutions (or solution options) offering historical reports use this time profile, including Enterprise Routing, E-mail, Voice, Web Media, Outbound Contact, and Voice Callback. Real-Time Reporting defines this time profile in the same manner, although it does not actively use it within any of the Real-Time Reporting templates.	

Default

PARAMETER TYPE TimeProfile	DEFINITION `0:00`
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a `Growing` interval type that resets statistics every night at midnight. This time profile is hard-coded in Stat Server and does not appear in any of the Reporting configuration files, such as `StatProfile.cfg` (used most prominently by the solutions that offer CCPulse+ templates). You can override this definition by creating a time profile named `Default` within your Stat Server application. By default, Historical Reporting does not use this time profile.	

EMAIL_MEDIA

PARAMETER TYPE Filter	DEFINITION `MediaType=email`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION This filter returns values only when the MediaType key, generated by Interaction Server, returns a value of "email".	

EWT_ANNOUNCE_TR

PARAMETER TYPE TimeRange	DEFINITION `0-180`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION This time range attempts to help identify the interactions that are abandoned because of a high wait time that is announced by the Estimated Wait Time (EWT) recording. Because there is no way to exactly calculate the actual number of interactions abandoned because of this announcement, it is expected that EWT will be announced within some specified time range—within 180 seconds as defined above—and that all calls abandoned within this time range may be considered abandoned because of the high wait time. **Note:** It is expected that you will set a value for this time range that suits your business needs.	

isCBSuccess

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_CALL_RESULT", 33) ) &`
	`( PairExist("VCB_USER_EVENT_REQUEST",`
	`"RequestCallbackProcessed") )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	

DESCRIPTION

Returns values only when the VCB_CALL_RESULT key, generated by the Universal Callback Server, returns a value of 33 (indicating an Answered call result) and the agent has indicated that the callback has been processed via his or her desktop application.

isNotCBSuccess

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_USER_EVENT_REQUEST",`
	`"RequestCallbackProcessed" ) ) &`
	`( ~( PairExist("VCB_CALL_RESULT", 33) ) )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	

DESCRIPTION

Returns values only when the VCB_CALL_RESULT key, generated by the Universal Callback Server, returns a value other than 33 (to indicate a call result other than Answered) and the agent has indicated that the callback has been processed via his or her desktop application.

isNotVCB

PARAMETER TYPE Filter	DEFINITION `~( PairExist("EXECUTION_MODE", "*") )`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See description	

DESCRIPTION

Returns values only when the interaction does not involve a virtual call.

This parameter was used exclusively in the Voice Callback option of ERS for the 7.0 release. With the discontinued use of the NoVCB parameter in release 7.1, historical and real-time reports of the Enterprise Routing, and Outbound Contact solutions now use this parameter as well.

isNotVCBwithEWT

PARAMETER TYPE Filter	DEFINITION (~(PairExist("EXECUTION_MODE", "*"))) & (PairExist("VCB_EWT", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live call and an estimated wait time has been specified in the user environment and attached to the interaction.	

isVCB

PARAMETER TYPE Filter	DEFINITION PairExist("EXECUTION_MODE", "*")
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values where the interaction involves a virtual call.	

isVCBwithEWT

PARAMETER TYPE Filter	DEFINITION (PairExist("EXECUTION_MODE", "*")) & (PairExist("VCB_EWT", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a virtual call and an Estimated Wait Time has been specified in the user environment and attached to the interaction.	

Media_X

PARAMETER TYPE Filter	DEFINITION PairExist("MediaType", "x")
INTRODUCED IN 7.2	
USED IN SOLUTION(S) Open Media	
DESCRIPTION Returns values only when the interaction is of the media type X.	

NoVCB

PARAMETER TYPE Filter	DEFINITION `~( PairExist("VCB_RECORD_HANDLE", "*") )`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	

DESCRIPTION

This filter was first applied to all metrics in the Genesys-provided Queue, Group of Queues, and Route Point templates for the Enterprise Routing, and Outbound Contact solutions in the 7.0 release to distinguish actual live calls from virtual call interactions created by the Universal Call-back Server. Voice callback functionality was not available prior to release 7.0, so applying this filter before then unnecessary.

Starting with the 7.1 release, historical and real-time reports use the isNotVCB filter instead wherever NoVCB was used in the 7.0 release.

OneHourSlide

PARAMETER TYPE TimeProfile	DEFINITION `3600: 60`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	

DESCRIPTION

Uses a one-hour (3600 seconds) sliding interval with samplings taken every 60 seconds. This time profile is applied only to the Last Hour (CB Requested) metric in the VCB Callback Operation CCPulse+ template.

Range0-5

PARAMETER TYPE TimeRange	DEFINITION `00-05`
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	

DESCRIPTION

Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.

Range0-10

PARAMETER TYPE	DEFINITION
TimeRange	00-10
INTRODUCED IN	
7.0	
USED IN SOLUTION(S)	
E-mail	

DESCRIPTION
Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.

Range0-120

PARAMETER TYPE	DEFINITION
TimeRange	0-120
INTRODUCED IN	
7.0	
USED IN SOLUTION(S)	
E-mail	

DESCRIPTION
Though not used by any of Reporting template, the configuration file for Multimedia real-time templates defines this time range.

ServiceFactorAbandonedThreshold

PARAMETER TYPE	DEFINITION
TimeRange	0-5
INTRODUCED IN	
5.1	
USED IN SOLUTION(S)	
See Description.	

DESCRIPTION
This time range is used with the N_ABANDONED_IN_TR and ServiceFactor metrics to return values that represent the number of calls abandoned within a specified time range—0-5 seconds as defined above.
This time range is used in the Enterprise Routing, and Outbound Contact solutions. E-mail, Voice, and Web Media also define this time range although they do not actively use it.
Note: It is expected that you will set a value for this time range that suits your business needs.

ServiceFactorAnsweredThreshold

PARAMETER TYPE TimeRange	DEFINITION 0-10
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	

DESCRIPTION
This time range is used with the N_DISTRIB_IN_TR, N_ENTERED, and ServiceFactor metrics to return values that represent the number of calls answered within a specified time range–0-10 seconds as defined above. This time range is used in the Enterprise Routing, and Outbound Contact solutions. E-mail, Voice, Web Media, and the Voice Callback option of Enterprise Routing also define this time range although they do not actively use it. **Note:** It is expected that you will set a value for this time range that suits your business needs.

ServiceLevel

PARAMETER TYPE TimeRange	DEFINITION 0-180
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	

DESCRIPTION
This time range is used with the Within SL metric in the VCB Queue Evaluation CCPulse+ template to return values that represent the number of calls falling within the specified service level—within an acceptable time range of 0-180 seconds as defined above. This time range is used in the Enterprise Routing, and Outbound Contact solutions as well as the Voice Callback option of Enterprise Routing. **Note:** It is expected that you will set a value for this time range that suits your business needs.

VCB_ASAP_CB

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) & (PairExist("VCB_TYPE", "1")) & (~(PairExist("EXECUTION_MODE", "*")))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	

DESCRIPTION
Returns values involving live calls for which the callback server successfully submitted an ASAP callback request on behalf of the caller.

VCB_Scheduled_CB

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_SUBMIT", "1") ) &`
	`( ~( PairExist("EXECUTION_MODE", "*") ) ) &`
	`( PairExist("VCB_TYPE", "2") )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving live calls for which the callback server successfully submitted a scheduled callback request.	

VCBNotRescheduled

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_TYPE", "2") ) &`
	`( PairExist("EXECUTION_MODE", "*") ) &`
	`( ~( PairExist("VCB_ATTEMPTS", "*") ) )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving virtual calls for which the callback server successfully submitted a callback request, which is as yet to be scheduled and for which no dialing attempts have been made.	

VCBRequestsAttempts

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_SUBMIT", "1") ) |`
	`( PairExist("VCB_USER_EVENT_REQUEST", "RequestCallbackAdd") )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving live or virtual calls where the callback server has issued a request for callback service. This request could have originated either from the agent's desktop or the caller.	

VCBRescheduled

PARAMETER TYPE
Filter
	DEFINITION
	`( PairExist("VCB_TYPE", "2") ) &`
	`( PairExist("EXECUTION_MODE", "*") ) &`
	`( PairExist("VCB_ATTEMPTS", "1") )`

INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values involving virtual calls for which the callback server successfully submitted a callback request, which is as yet to be scheduled and for which only one dial attempt has already been made.	

VCBSubmit

PARAMETER TYPE Filter	DEFINITION (PairExist("VCB_SUBMIT", "1")) & (~(PairExist("EXECUTION_MODE", "*")))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live call for which the callback server success-fully submitted a callback request on behalf of the caller. This filter is applied only to the Last Hour (CB Requested) metric in the VCB Callback Operation CCPulse+ template.	

VoiceAndNotVCB

PARAMETER TYPE Filter	DEFINITION (~(PairExist("EXECUTION_MODE", "*"))) & (MediaType=voice))
INTRODUCED IN 7.1	
USED IN SOLUTION(S) Voice Callback	
DESCRIPTION Returns values only when the interaction involves a live, voice call.	

VoiceCall

PARAMETER TYPE Filter	DEFINITION MediaType = voice
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice Voice Callback	
DESCRIPTION Returns values only when the MediaType key returns a "voice" value. This filter was used exclusively in the Voice solution for the 7.0 release. In release 7.1[+], the Voice Callback option of ERS also employs this filter for calculating the VCB_ABANDON and VCB_TIME_ABANDON metrics.	

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Reporting

- The *Reporting 7.6 Deployment Guide,* which provides step-by-step instructions for configuring and installing the Reporting components.

- The *Reporting 7.6 Reference Manual,* which provides general information about performance measurements, how Reporting behaves during time shifts, and how to set up custom reports for skills-based and partial-period reporting.

- The *Reporting 7.5 CCPulse+ Help,* which contains detailed instructions for using CCPulse+ features and functions.

- The *Reporting 7.5 CCPulse+ Administrator's Guide,* which presents information on customizing and troubleshooting your CCPulse+ application. It also includes tables showing which historical statistics link with which real-time statistics for all statistics included in the solution templates.

- The *Reporting 7.6 Data Sourcer User's Guide,* which describes the role Data Sourcer plays in your Reporting environment and includes the Configuration Server objects Data Sourcer tracks, how it organizes data, and how to fine-tune configuration and troubleshoot problems.

- The *Reporting 7.6 Data Modeling Assistant Help,* which explains how to import and export templates, create new statistical parameters, and create new layout templates and report layouts.

Framework

- The *Framework Stat Server User's Guide,* which describes Stat Server architecture and functions, configuration steps and options, installation procedures, and statistical definitions and formulas.

Genesys

- The *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.

- The *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.

- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*

- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- The *Genesys Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for the Genesys 8.*x* releases.

- The *Genesys Interoperability Guide,* which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.

- The *Genesys Database Sizing Estimator 7.6 Worksheets,* which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system_level_documents_by_release tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at http://genesyslab.com/support.

- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

76rtr_srt_08-2012_v7.6.101.00

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

Table 4 describes and illustrates the type conventions that are used in this document.

Table 4: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 448).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for . . .

Table 4: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like teletype or typewriter text)	All programming identifiers and GUI elements. This convention includes: • The *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. • The values of options. • Logical arguments and command syntax. • Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	Select the Show variables on screen check box. In the Operand text box, enter your formula. Click OK to exit the Properties dialog box. T-Server distributes the error messages in EventError events. If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls. Enter exit on the command line.
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	smcp_server -host [/flags]
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.	smcp_server -host <confighost>

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