



## **Genesys Interactive Insights 7.6**

# Universe Guide

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## Preface

Welcome to the *Genesys Interactive Insights 7.6 Universe Guide*. This document describes the Genesys-provided reports that can be used with a 7.6 Genesys Info Mart and elements of the Interactive Insights universe—its classes, dimensions, conditions, lists of values, and measures. These reports enable business managers to gauge the effectiveness of their contact center, contact-center supervisors to fine-tune operations to improve productivity, and report designers to build new reports that are customized for your environment. Interactive Insights is powered by BusinessObjects Enterprise (BOE) XI 3.1 software.

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

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information. It contains the following sections:

- [Intended Audience, page 5](#)
- [Chapter Summaries, page 6](#)
- [How to Navigate This Manual, page 6](#)
- [New in This Release, page 8](#)
- [Document Conventions, page 9](#)
- [Related Resources, page 11](#)
- [Making Comments on This Document, page 12](#)

Genesys Interactive Insights provides contact-center reports for the data that is stored in your Genesys Info Mart.

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## Intended Audience

This document, which is primarily intended for report analysts and designers, 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.
- General report-design concepts.

- General database concepts.

You should also be familiar with the Genesys Info Mart 7.6 schema (for report designers) and BusinessObjects Enterprise XI 3.1 software.

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## Chapter Summaries

In addition to this preface, this document contains the following chapters:

- Chapter 1, “Interactive Insights Reports,” on [page 13](#), describes each of the Genesys-provided Interactive Insights reports, lists the universe elements that make up each report, and states some configuration considerations for the underlying Genesys applications that supply data to each report.
- Chapter 2, “Interactive Insights Classes,” on [page 61](#), describes how Interactive Insights elements are grouped within the universe.
- Chapter 3, “Interactive Insights Dimensions,” on [page 71](#), describes the objects by which Interactive Insights reports are dimensioned—for example, by media type, by contact-center resource, or by time. This chapter also describes two dimensions which Business Objects classifies as *details*.
- Chapter 4, “Interactive Insights Conditions,” on [page 91](#), describes the predefined filters that qualify the data that is retrieved by each Interactive Insights report.
- Chapter 5, “Interactive Insights List of Values,” on [page 109](#), describes the predefined lists of values that are provided for many of the lookup fields.
- Chapter 6, “Interactive Insights Measures,” on [page 117](#), describes attributes of the measures within the Interactive Insights universe.
- Appendix A, “Dictionary of Data Elements,” on [page 203](#), describes the contact center–related terms used throughout this Guide.
- Appendix B, “Interactive Insights Report Queries,” on [page 207](#), provides one sample query that Web Intelligence autogenerates for the Agent ACW Interactive Insights report.
- Appendix C, “Reports to Aggregation Tables Matrix,” on [page 211](#), provides a mapping of Interactive Insights reports to the aggregation tables that provide source data to the reports.

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## How to Navigate This Manual

This document compartmentalizes into separate chapters the Genesys Interactive Insights reports, classes, dimensions, conditions, lists of values, and measures. This organization enables each chapter to focus exclusively on the definition, purpose, and intent of each member of these Business Objects entities.

The introductory section of each chapter sets the stage for understanding the members that are discussed in that chapter by describing the Business Objects entity and its function within Interactive Insights. This section then lists (in alphabetical order) and

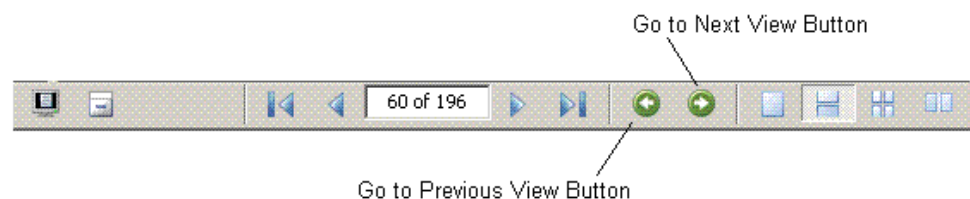
provides hyperlinks to all of the Interactive Insights members that make up the entity. Cross-references to Business Objects documentation provide technical discussions of the entity.

The bulk of each chapter describes each Interactive Insights member in miniature forms—one form per member. [Figure 1](#), for example, shows the miniature form that is used to describe the Interactive Insights measures. Each form within a chapter provides the same information about a member as the next form, only its values change from one member to the next. The labels that are used in these forms are described in the introductory section. The forms also contain cross-references to other parts of this document that provide more information about the subject.

CLASS		DESCRIPTION	
MEDIA TYPE			
MEASURE TYPE			
DATA TYPE			
ALTERNATE?	AGG'N FUNCTION	INFO MART TABLE COLUMN	
INT RODUCED IN	DISCONTINUED IN	INTERNAL METRIC ID	USED IN REPORT(S)

**Figure 1: Form Used to Describe Each Universe Measure**

This format, in conjunction with Adobe Reader's navigation capabilities, enables you to jump back and forth between the reports, classes, dimensions, conditions, lists of values, and measures. In this way, you can drill down to the most granular level and study a measure's definition, or you can navigate back up through the measure's class to the topmost level—the report in which the measure is used—for a definition of the measure, class, or report, respectively. The Adobe Reader 8.0 Page Navigation toolbar (see [Figure 2](#)) includes Go to Previous View and Go to Next View buttons, as well as other standard navigation buttons, to help you traverse the document.



**Figure 2: Adobe Reader Go to Previous/Next View Buttons**

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

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# New in This Release

This section describes the changes that have been incorporated within this *Interactive Insights 7.6 Universe Guide* over the various 7.6.x releases of Interactive Insights since the document's initial publication in September 2008.

## Changes Introduced with the 7.6.2 Release

This document includes descriptions of the following new universe features over the 7.6.1 release:

- Summary charts and tables have been added to most reports and examples of some of these reports have been added to the “Interactive Insights Reports” chapter, beginning on [page 13](#).
- Five agent, queue, business attribute, and interaction-level reports have been introduced:
  - Agent Conduct Report ([page 21](#))
  - Queue-Virtual Queue Outline Report ([page 47](#))
  - Business Metrics Executive Report ([page 52](#))
  - Interaction Flow Report ([page 58](#))
  - Interaction Handling Attempt Report ([page 59](#))
- Three classes that provide metadata for the interaction-level reports have been added:
  - Interaction Detail ([page 66](#))
  - Flow ([page 65](#))
  - Handling Attempt ([page 65](#))

Refer to the description of each class to see the new dimensions and measures that have been added.

- The `Universe service` class has been renamed to `Service Objects` ([page 68](#)).
- The definition of the `% Service Level` measure ([page 138](#)) in the `Business Attribute` class has been altered to be based, in part, on the `Calls Offered with Objective` measure ([page 170](#)), which has been newly added to the `Business Attribute` class.
- The definition of the `Calls Answered` measure ([page 161](#)) in the `Interval` class has been changed.
- `Calls Abandoned Ringing`, `Calls Short Talk`, and `Calls RONA` measures have been added to the `Activity` class to support the Agent Conduct Report. These measures are described on [pages 157, 174, and 172](#) respectively.
- Classes and measures that were discontinued in the 7.6.1 release have been removed from this document.



## Changes Introduced with the 7.6.1 Release

The 7.6.1 release of Interactive Insights provided the following general universe changes:

- Two new reports were added to factor contact-center activity by customer segment and by business result.
  - Call Volume Business Result Report ([page 53](#))
  - Call Volume Customer Segment Report ([page 54](#))
- Many universe classes were renamed and relocated to provide better organization. Refer to the discussion beginning on [page 62](#) for a description of the changes.
- Many measures were discontinued; their functionality was incorporated in the corresponding base measures.
- Interactive Insights documentation has been added to the BOE repository.

Other changes, describing the deployment of Interactive Insights, are provided in the *Interactive Insights 7.6 Deployment Guide*. Also, refer to the *Interactive Insights 7.6 User's Guide* for additional examples on how to customize the universe and reports to meet business needs.

---

## 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:

76ii\_universe\_08-2009\_v7.6.201.00

You will need this number when you are talking with Genesys Technical Support about this document.

### Type Styles

#### Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

- Examples:**
- Please consult the *Genesys Migration Guide* for more information.
  - *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
  - Do *not* use this value for this option.
  - The formula,  $x + 1 = 7$  where  $x$  stands for . . .

### Monospace Font

A monospace font, which looks like teletype or typewriter text, is used for 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; and code samples.

- Examples:**
- Select the `Show variables on screen` check box.
  - Click the `Summation` button.
  - In the `Properties` dialog box, enter the value for the host server in your environment.
  - In the `Operand` text box, enter your formula.
  - Click `OK` to exit the `Properties` dialog box.
  - The following table presents the complete set of error messages T-Server distributes in `EventError` events.
  - If you select `true` for the `inbound-bsns-calls` option, every established inbound call on a local agent is considered a business call.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

- Example:**
- Enter `exit` on the command line.

### Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. 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.

## Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

## Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a directory number (DN) or port number that is specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

---

## Related Resources

Consult the following additional resources as necessary:

- *Genesys Interactive Insights 7.6 Deployment Guide*, which will help you install, start, stop, and uninstall the Genesys-provided image of BusinessObjects Enterprise XI 3.1 and the Interactive Insights reports and universe.
- *Genesys Interactive Insights 7.6 User's Guide*, which will guide you in customization of the universe to meet specific business' needs.
- Business Objects documentation set, which will help you install the full version of BusinessObjects Enterprise XI 3.1 and understand how to use this software.
- Genesys Info Mart and Interaction Concentrator (ICON) 7.6 documentation sets, which will help you configure, install, and populate data within Info Mart and IDB—the database to which ICON writes.
- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms that are used in this document.
- 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](#)

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](mailto:orderman@genesyslab.com).

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# Making Comments on This Document

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## Chapter

# 1

## Interactive Insights Reports

Interactive Insights reports and universe elements, which are powered by BusinessObjects Enterprise (BOE) XI 3.1 software, constitute one tool to help contact-center managers to:

- Assess the day-to-day operations of their contact-center resources for the routing and handling of inbound voice interactions.
- Better tune resources to increase utilization and efficiency.
- Benchmark key performance indicators of quality and service.
- Identify corrective actions to help reduce costs and increase service.

The following sections of this chapter describe the 26 Genesys-provided reports that summarize the inbound, mostly call-related data that is stored in your 7.6 release of Genesys Info Mart (GIM):

- [The Reports, by Business Function, page 14](#)
- [Description of Form Labels, page 16](#)
- [Agent Reports, page 19](#)
- [Queue Reports, page 40](#)
- [Call Volume Reports, page 52](#)
- [Interaction Detail Reports, page 58](#)

The Interactive Insights reports provide near-real-time and historical data that is sourced from your 7.6 Info Mart, enabling you to view part of the current day's activities in as little as a few hours after interactions are complete—depending on the configuration of your Genesys Info Mart application and the size of your contact center. You can schedule reports to run at a certain time within the current day or you can run them upon demand.

Inherent within each Interactive Insights report is a *report cube* (saved as a \*.wid [Web Intelligence Document]) that stores the report's definition, the universe objects (for example, measures and dimensions) that the report uses, and the last report instance with data—a snapshot of contact-center activity the last time that the report was run. Several Business Objects documents cover various aspects of reports, including the *Building Queries ...* documents, *Performing On-Report Analysis with Web Intelligence*,

*Using Functions, Formulas and Calculations in Web Intelligence, and Error Messages Explained.*

## The Reports, by Business Function

This release of Interactive Insights provides the following reports:

### Agent Reports

- [Agent ACW Report](#)
- [Agent Conduct Report](#)
- [Agent Group Business Result Report](#)
- [Agent Group Customer Segment Report](#)
- [Agent Group Inbound Call Handling Report](#)
- [Agent Group Service Type Report](#)
- [Agent Inbound Call Handling VQ Report](#)
- [Agent Inbound Utilization Report](#)
- [Agent Interval Based Report](#)
- [Agent Not Ready Reason Code Report](#)
- [Agent Not Ready Report](#)
- [Daily Agent Login-Logout Report](#)
- [Daily Agent State Detail Report](#)

### Interaction Detail Reports

- [Interaction Flow Report](#)
- [Interaction Handling Attempt Report](#)

### Queue Reports

- [Abandon Delay Report](#)
- [Inbound Voice Traffic Group Report](#)
- [Inbound Voice Traffic Report](#)
- [Queue-Virtual Queue Outline Report](#)
- [Queue-Virtual Queue Summary Report](#)
- [Speed of Answer Report](#)

### Call Volume Reports

- [Business Metrics Executive Report](#)
- [Call Volume Business Result Report](#)
- [Call Volume Customer Segment Report](#)
- [Call Volume Service Subtype Report](#)
- [Call Volume Service Type Report](#)

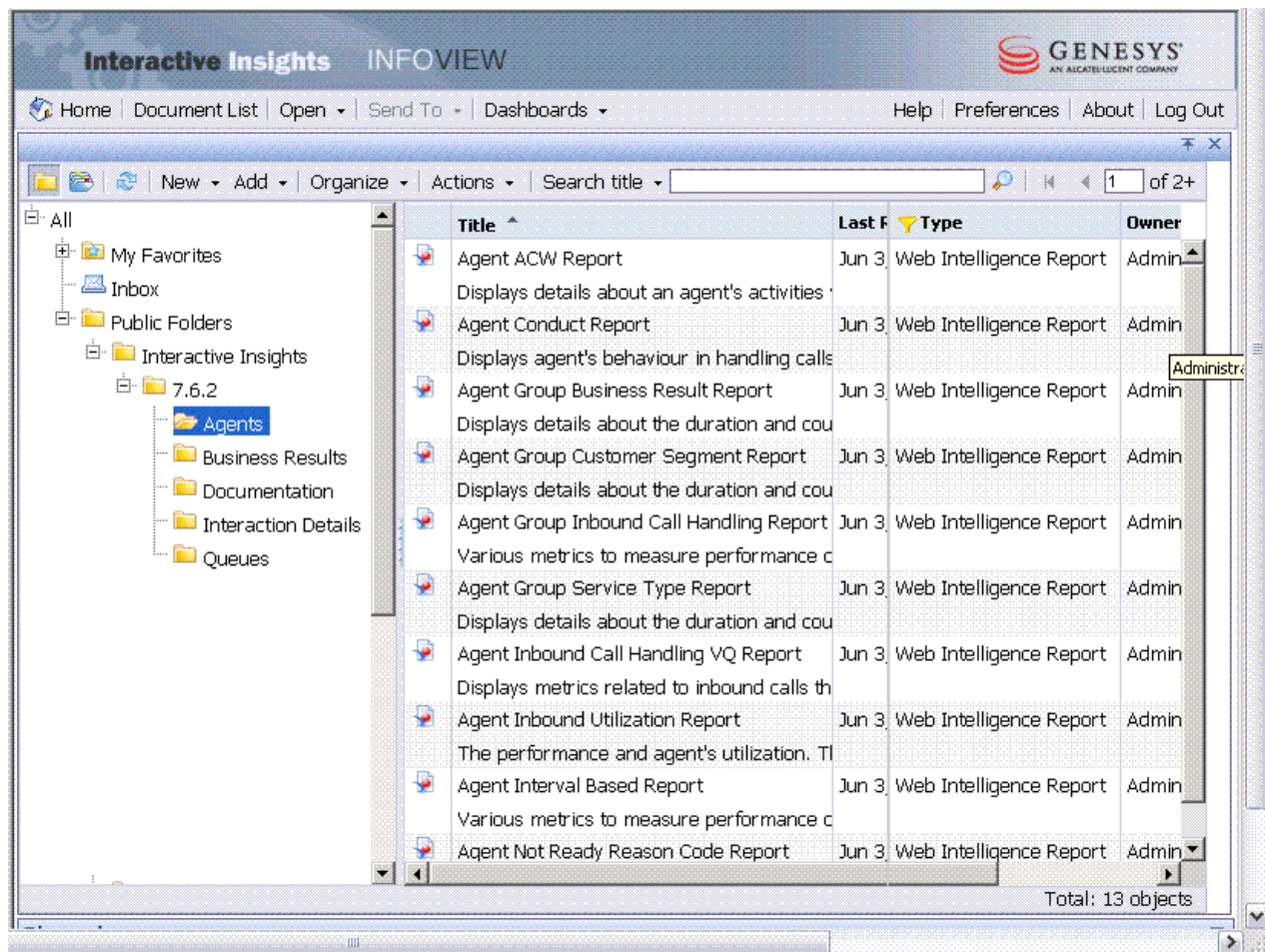
In InfoView, these reports are organized in the Agents, Business Results, Queues, and Interaction Details folders, as shown in [Figure 3](#). The Documentation folder houses the *Genesys Interactive Insights User's* and *Universe Guides*.

The Agent reports enable you to gather various contact-center statistics that pertain to monitored agents (configured as Person objects in Configuration Server) who process inbound voice interactions—including the status of voice DN's that are affiliated with those agents. The Queue reports enable you to gather data that pertains to the flow of inbound voice interactions through monitored queue, virtual-queue, and queue-group

objects. The activity that occurs at routing points is not included in the results of Queue reports. Both types of reports enable you to select:

- One or more agent(s) (for agent reports) or one or more queue or virtual-queue objects (for queue-based reports).
- One or more agent group(s) (for agent reports) or one or more queue groups (for queue reports).
- A cross-section of one or more agent(s) that who belong(s) to one or more agent group(s) (for agent reports) or one or more mediation DN object(s) that belong to one or more queue group(s).

The Call Volume reports provide statistics that pertain to business results, customer segment, service type, and/or service subtype business attributes that are set up in your environment. The two Interaction Detail reports provide detailed information that summarizes interaction-handling attempts and interaction flow from inception to termination.



**Figure 3: Interactive Insights Folders and Listing of Most of the Agent Reports**

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**Note:** Beginning with the 7.6.2 release, a release-specific subfolder of Interactive Insights houses the Agents, Business Results, Documentation, Interaction Details, and Queues subfolders. For the initial 7.6.2 release, for example, this folder is aptly named 7.6.2. This folder structure enables you to maintain the customizations that you might have applied to previous Interactive Insights universes. Text references and screen shots that are depicted throughout this documentation set, however, may omit the folder that contain the release number.

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## General Comments About the Reports

**Averages.** Averages in the reports that report 0 (zero) values indicate either 0 duration or 0 count. So, for example, an average hold time of 0 could signify either that inbound calls were placed on hold for 0 seconds, or that no inbound calls were placed on hold at all during the reporting interval.

$$\text{AvgHoldTime} = \frac{\text{Activity(HoldTime)}}{\text{Activity(Hold)}} = 0$$

**Group Membership.** If a resource (for example, an agent or a queue) was added to a group during the reporting interval, the activities that the resource performed while it was not a group member are excluded from measurements in the reports. Reports include only those activities that resources perform while they are part of the group.

**Dual Membership.** If the configuration of queue groups in your environment enables queues (or virtual queues) to belong to more than one queue group, inbound call-related activity for a particular queue (or virtual queue) will be attributed to all groups of which the queue (virtual queue) is a member. Under these circumstances, double counting can result—for example, the sum of all answered calls for all queue groups might exceed the total number of calls that are answered within the contact center.

The same issues arise with agents who belong to more than one agent group.

**Viewing Today's Activities.** The accuracy of the reports for viewing the current day's activities depends on how often aggregation is performed throughout the day, and how soon you run the reports after the process is complete. The reports provide accurate daily results as late as one hour *after* the last data transformation and aggregation is run.

Refer to the “Optimal Time to Run Reports” section of the *Genesys Interactive Insights 7.6 User's Guide* for additional information about the reports.

---

## Description of Form Labels

The form labels that are used in this chapter mean the following:

**Form Title** Provides the name of the Interactive Insights report.



- Class(es)** Lists the classes that are used by measures in the report. Click any of the listed class names to jump to the “Interactive Insights Classes” chapter, which provides more information about the contents of that class.
- Measures** Lists the universe measures that are used by the report. Click any of the listed measures to jump to the “Interactive Insights Measures” chapter, which provides more information about that measure.

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Note: The reports’ formats convert all duration measures to the HH:MM:SS format.

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- Dimension(s)** Lists the dimensions and details that the report uses to organize data.
- User Prompts** Lists the user prompts for which you must specify values in order to qualify the records that are returned by the reports. The Tenant prompt is available within all reports and is not listed in the forms.
- Report Considerations** Provides tips for maximizing the report’s usefulness. In addition to these, review the information in the “Optimal Time to Run Reports” section of the *Genesys Interactive Insights 7.6 User’s Guide*.
- Source Tables** Lists the aggregate, dimension, and fact tables in the Info Mart from which the measures are directly derived. Views are not listed in this area. In addition to the tables that are listed in this area of the form, all Interactive Insights reports directly reference the following dimension tables, which are not listed in the forms:
- DATE\_TIME
  - TENANT

---

Note: The values that are stored in aggregation tables are derived from other tables in the Info Mart. This area of the form does not list the underlying tables. To learn the source of aggregated data, refer to the diagrams for the following subject areas in the *Genesys Info Mart 7.6 Reference Manual* for your RDBMS.

Name of Subject Area	Subject Area for the ... Aggregate Table
Aggr2_Inb_V_Agent_Q	AG2_INB_V_QUEUE_*
Agg2_Inb_V_I_Ag_Session_State	AG2_INB_V_QUEUE_ANS_*
Agg2_Inb_V_I_Ag_State_Reason	AG2_INB_V_QUEUE_ABN_*
Agg2_Inb_V_I_Ixn_Agent	AG2_INB_V_QUEUE_GRP_*
Agg2_Inb_V_Ixn_Agent	AG2_INB_V_I_XN_AGENT_*
Agg2_Inb_V_Ixn_Agent_Grp	AG2_INB_V_I_XN_AGENT_GRP_*
Agg2_Inb_V_Ixn_IxnDscr	AG2_INB_V_AGENT_QUEUE_*
Agg2_Inb_V_Q	AG2_INB_V_I_I_XN_AGENT_*
Agg2_Inb_V_Q_Abn	AG2_INB_V_I_SESS_STATE_*
Agg2_Inb_V_Q_Ans	AG2_INB_V_I_STATE_RSN_*
Agg2_Inb_V_Q_Group	AG2_INB_V_I_XN_ID_*

---

<b>Configuration Considerations</b>	<p>The data that is provided in the report depends heavily on the configuration of your Genesys Info Mart 7.6 application and of the Genesys applications that supply data to GIM. You should refer to the <i>Deployment Guides</i> for these applications for a complete discussion of the options that are available and their values.</p> <p>The configuration considerations that are listed in this area of the form are the front-line options that most directly affect the report. Unless it is otherwise stated, these options are specific to the attributing Genesys Info Mart, tenant, and/or switch applications that are defined in Configuration Server. Please note that many of these options, in turn, are dependent on the values of yet other configurations options. Again, refer to the Deployment Guides of the Genesys product for a discussion of these dependencies. Omitted from this are the configuration options that retain/purge data in the tables. Refer to the days-to-keep-* GIM configuration options for more information.</p> <p>In addition, the Info Mart's data population is dependent on the configuration and interoperability of other supporting Genesys applications. In general, these dependencies are not listed in this area of the form. Among these, the most notable is the configuration of the supplying Interaction Concentrator (ICON) application(s). The role option, for instance, must be specified as gcc, gud, gls, and cfg to capture interaction and virtual-queue data, attached data, agent-state data, and configuration data, respectively. For information about how Genesys Info Mart is populated, refer to the <i>Genesys Info Mart 7.6 User's Guide</i>. This information is not called out in this area of the form.</p>
<b>Introduced In</b>	Identifies the generally available release in which the report was first introduced.
<b>Discontinued In</b>	Identifies the first generally available release in which the report was no longer available.
<b>Drill Down/Drill Up</b>	<p>Lists the aggregation levels for which the main report provides meaningful data via drill-up and/or drill-down functionality.</p> <p>Although the reports are designed for the specific aggregation level(s) listed, the Genesys Info Mart Server aggregates data for additional levels, and stores them in dimension tables (or views) that are specific to each level. This, in conjunction with Business Objects drill-up/drill-down functionality, enables you to see data for all available aggregation levels except for the week level. (Refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> for information about how to customize the reports to provide week-level reporting.)</p>
<b>Description</b>	<p>Describes the report's purpose and audience. This area also lists the measures for which Genesys supports and informs you if alternate definitions are available. Print setup is noted if anything other than landscape orientation on letter-sized paper is required.</p> <p>Most reports contain more than one report tab to provide a detailed snapshot of contact-center activity as well as a summarized snapshot that usually features one or two key measures that exemplify deviations from the norm. Where this is the case, this field briefly describes the content of each tab.</p>

**Sample Main Report** For some of the reports, this area of the form provides a snapshot of sample main report and a brief interpretation of its data which measures contact-center activity of the ACME company, a fictional enterprise just beginning operations in July 2008.

**Sample Summary Report** For some of the reports, this area of the form provides a snapshot of a sample summary report and a brief interpretation of its data.

## Agent Reports

### Agent ACW Report

CLASS(ES) State	MEASURES % ACW InCall Time % ACW OutCall Time % ACW Time			ACW InCall ACW InCall Time ACW OutCall	ACW OutCall Time ACW Time Login Time	DIMENSION(S) Agent Name
Time						Hour
Service Objects						Tenant Name
USER PROMPTS						
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent (agentname_lov)	Agent Group (agentgroup_lov)	
REPORT CONSIDERATIONS This report provides meaningful data for the InCall and OutCall measures only if the ICON application supplying data to Info Mart has been configured to recognize uninterrupted ACW and NotReady states (gls-enable-acw-busy).  Although this report allows you to drill beyond day-level aggregation, drill-up / drill-down results are supported only for subhour-hour-to-day or day-to-hour-subhour operations.  Refer to <a href="#">page 16</a> for issues related to group membership of resources.				SOURCE TABLES AG2_INB_V_I_SESS_STATE_[S,H,D] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION		
				CONFIGURATION CONSIDERATIONS complex-voice-agent-env populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-resource-state-reason-facts gls-enable-acw-busy (ICON)		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group S-H-D			
DESCRIPTION The Main tab of this report enables supervisors to monitor the after-call work (ACW) call-related activities that an agent (or agent group) performs after processing inbound calls and during a range of hours that you specify within a particular day. This report displays a roll-up of data that is related to the number, duration, and percentage of calls that were made and received while the DNs that are associated with the agent were in ACW state (WORKMODE=WRAP). The Summary tab plots each agent's actual ACW time during the reporting interval and provides two tables that rank the agents who spent the least (fastest 10%) and most (slowest 10%) amount of time in ACW mode.  The InCall and OutCall percentage measures relate to the overall ACW duration for all activities—both call- and non-call-related—not to the duration of the agent's login session. Measurements do not differentiate between whether interactions are routed directly from a switch or via an ACD or queue object.  This report is especially useful for viewing the progress of new agents as they make more (or fewer) calls to complete after-call work than more established agents. With this data, you can determine whether you need to fine-tune GIM configuration to, for instance, send more information about a customer (that is, attached data) to the agent's desktop.  The <a href="#">% ACW Time</a> and <a href="#">Login Time</a> measures were added to this report in the 7.6.2 release.						

## Agent ACW Report

## SAMPLE REPORT

REPORT INFO

Report Date:9/23/2008 12:00:00 AM

From Hour:18To Hour:20

Agent Group:japanese;Osaka

Agent:Naruto, Orochimaru (Agent9953\_SipSwitch\_ACME); Sato, Futoshi (Agent9965\_SipSwitch\_ACME); Tsunade, Neji (Agent9998\_SipSwitch\_ACME)

Tenant:ACME

Tenant:ACME

Agent Name	Hour	Login Time	ACW		ACW InCall			ACW OutCall		
			Time	% Time	Count	Time	% Time	Count	Time	% Time
Naruto, Orochimaru (Agent9953_SipSwitch_ACME)	2008-09-23 18	01:00:00	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
Naruto, Orochimaru (Agent9953_SipSwitch_ACME)	2008-09-23 19	01:00:00	00:13:04	21.78%	0	00:00:00	0.00%	0	00:00:00	0.00%
Naruto, Orochimaru (Agent9953_SipSwitch_ACME)	2008-09-23 20	01:00:00	00:10:56	18.22%	0	00:00:00	0.00%	0	00:00:00	0.00%
Agent Name	Hour	Login Time	ACW		ACW InCall			ACW OutCall		
			Time	% Time	Count	Time	% Time	Count	Time	% Time
Sato, Futoshi (Agent9965_SipSwitch_ACME)	2008-09-23 18	01:00:00	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
Sato, Futoshi (Agent9965_SipSwitch_ACME)	2008-09-23 19	01:00:00	00:16:00	26.67%	0	00:00:00	0.00%	0	00:00:00	0.00%
Sato, Futoshi (Agent9965_SipSwitch_ACME)	2008-09-23 20	01:00:00	00:17:25	29.03%	0	00:00:00	0.00%	0	00:00:00	0.00%
Agent Name	Hour	Login Time	ACW		ACW InCall			ACW OutCall		
			Time	% Time	Count	Time	% Time	Count	Time	% Time
Tsunade, Neji (Agent9998_SipSwitch_ACME)	2008-09-23 18	01:00:00	00:00:00	0.00%	0	00:00:00	0.00%	0	00:00:00	0.00%
Tsunade, Neji (Agent9998_SipSwitch_ACME)	2008-09-23 19	01:00:00	00:08:39	14.42%	0	00:00:00	0.00%	0	00:00:00	0.00%
Tsunade, Neji (Agent9998_SipSwitch_ACME)	2008-09-23 20	01:00:00	00:13:51	23.08%	0	00:00:00	0.00%	0	00:00:00	0.00%

Agent ACW Report

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Agent ACW Report

Page 1 of 95

This sample main report shows the hourly breakdown between 6:00 and 9:00 pm of after-call work for three agents—Orochimaru Naruto, Futoshi Sato, and Neji Tsunade—who belong to the Japanese and Osaka agent groups. The durations that are shown represent the total number of minutes and seconds during the hour that the agents were in ACW status. From the results, it would appear that all three agents spend roughly one-sixth of their time processing.

Notice also that 0 values are listed under the ACW InCall and ACW OutCall columns—where calls that were made or received during after-call work are registered. This indicates one of two things:

- None of the agents made or received calls while in ACW status during this time frame.
- The underlying ICON application has been configured to recognize ACW interruptions; that is, calls that were made or received while in this state reset the agent status to CallInbound or NotReadyForNextCall, for example.

Because the reports show all three agents logged in to the same switch, with 0 ACW InCall/OutCall, the latter explanation is the likely one.

## Agent Conduct Report

CLASS(ES) Activity	MEASURES Calls Abandoned Ringing Avg ACW Time Avg Handle Time			Avg Hold Time Calls Inbound Calls RONA	Calls Short Talk	DIMENSION(S) Agent Group Agent Name
Time						Hour
Service Objects						Tenant Name
USER PROMPTS						
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent (agentname_lov)	Agent Group (agentgroup_lov)	
REPORT CONSIDERATIONS This report uses two queries to populate the agent and agent-group report tables. The values you specify at the Agent user prompt apply only to the agent table.  Refer to <a href="#">page 16</a> for issues related to group membership of resources.				SOURCE TABLES AG2_INB_V_I_XN_AGENT_[H,D,M] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION		
				CONFIGURATION CONSIDERATIONS complex-voice-agent-env populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates short-talk-threshold		
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent Group-Agent H-D-M-Q-Y			
DESCRIPTION The Main tab of this report pits agent performance in handling calls against the agent's group, focusing on a few specific measures that demonstrate the possible mishandling of calls—a high number of unanswered calls, excessive hold and after-call work times, and shorter-than-usual talk durations with customers. The Summary tab provides three graphs to plot, by agent, the number of calls that were abandoned while ringing at the agent's DN, the number of calls that fall within the short-talk threshold, and the number of calls that were rerouted from the agent's DN because the agent did not answer them (RONA, or Redirected on No Answer). These measures provide relative performance and should be analyzed carefully before conclusions are drawn or corrective action is taken.  Genesys supports customization of the <a href="#">Avg Handle Time</a> measure to align its definition with your business. For the supported alternate definition, open the properties of this measure in Designer and read its technical information on the Source Information tab.						

## Agent Group Business Result Report

CLASS(ES) Activity	MEASURES % Calls Transferred ACW Time Avg ACW Time Avg Consult Time Avg Handle Time			Avg Hold Time Avg Talk Time Calls Inbound Calls Transferred Consult	Consult Time Handle Time Hold Time Talk Time	DIMENSION(S) Agent Group Business Result
Time						Day
Service Objects						Tenant Name
USER PROMPTS						
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Business Result (businessresult_lov)	Agent Group (agentgroup_lov)		
REPORT CONSIDERATIONS For this report to provide meaningful results, your environment must configure business results. Each business result has its own user-defined threshold, which is controlled by the business result—related key-value pairs that are configured in the attached userdata mapping (b default, ccon_adata_spec_GIM_example.xml).  <b>Note:</b> In practice, business results are typically attached to an interaction <i>after</i> the interaction has ended. The GIM Server cannot support this scenario for Genesys Info Mart releases prior to 7.6.004.  If the configuration of business result-related key-value pairs changes during the call, this report reflects only the last business result that is in effect when the agent finishes handling the call.				SOURCE TABLES AG2_INB_V_I_XN_AGENT_GRP_[H,D,M] INTERACTION_DESCRIPTOR GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION  CONFIGURATION CONSIDERATIONS complex-voice-agent-env extract-user-event-data populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts user-event-data-timeout		
INTRODUCED IN 7.6.1	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN Agent Group-Agent D-M-Q-Y				
DESCRIPTION The Main tab of this report summarizes various aspects of agent performance by the agent groups to which they belong and by business result with respect to inbound calls that are received within the contact center during a range of days that you specify. The Summary tab charts two stories that depict (1) the total number of inbound calls that are received by business result and day and (2) the total number of inbound calls that are received by agent group and day. Metrics include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.  The Consult measures pertain to consultation requests that an agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the Handle measures, which include consult counts and durations.  Printing the main tab of this report requires tabloid-size paper (11 x 17").  Genesys supports customization of two of this report's measures—Avg Handle Time and Handle Time—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.						



## Agent Group Business Result Report

### SAMPLE MAIN REPORT

REPORT INFO									
Report Date(s):	7/22/2008 to 7/22/2008								
Business Result:	ALL								
Agent Group:	japanese								
Tenant:	ACME								
Tenant:		ACME							
Agent Group	Business Result	Day	Calls Inbound	Handle Time		Talk Time		Hold Time	
				Total	Avg	Total	Avg	Total	Avg
Japanese	Bill Corrected	2008-07-22	169	10:27:21	00:03:43	10:27:21	00:03:43	00:00:00	00:00:00
Japanese	Cross Sell Made	2008-07-22	354	22:32:34	00:03:49	22:32:34	00:03:49	00:00:00	00:00:00
Japanese	Info Provided	2008-07-22	1,113	70:49:18	00:03:49	70:49:18	00:03:49	00:00:00	00:00:00
Japanese	Order Cancelled	2008-07-22	118	07:28:50	00:03:48	07:28:50	00:03:48	00:00:00	00:00:00
Japanese	Order Changed	2008-07-22	115	07:23:45	00:03:52	07:23:45	00:03:52	00:00:00	00:00:00
Japanese	Payment Received	2008-07-22	81	05:16:11	00:03:54	05:16:11	00:03:54	00:00:00	00:00:00
Japanese	Promise To Pay	2008-07-22	159	09:51:59	00:03:43	09:51:59	00:03:43	00:00:00	00:00:00
Japanese	Prospect Identified	2008-07-22	109	06:46:56	00:03:44	06:46:56	00:03:44	00:00:00	00:00:00
Japanese	Record Corrected	2008-07-22	581	37:14:10	00:03:51	37:14:10	00:03:51	00:00:00	00:00:00
Japanese	Research Initiated	2008-07-22	488	30:51:04	00:03:48	30:51:04	00:03:48	00:00:00	00:00:00
Japanese	Return Adverted	2008-07-22	211	13:09:50	00:03:45	13:09:50	00:03:45	00:00:00	00:00:00
Japanese	Sale Made	2008-07-22	254	16:38:11	00:03:56	16:38:11	00:03:56	00:00:00	00:00:00
Japanese	Up Sell Made	2008-07-22	103	06:54:11	00:04:01	06:54:11	00:04:01	00:00:00	00:00:00
SUB TOTAL:			3,855	245:24:20	00:03:49	245:24:20	00:03:49	00:00:00	00:00:00
TOTAL FOR TENANT:			3,855	245:24:20	00:03:49	245:24:20	00:03:49	00:00:00	00:00:00
GRAND TOTAL:			3,855	245:24:20	00:03:49	245:24:20	00:03:49	00:00:00	00:00:00

This sample cutaway shows ACME's day-by-day breakdown, by business result, of call handling for the Japanese agent group for one day in July 2008. Not shown are the Consult Received, ACW Time, and Transfers Made columns.

In practice, agents typically assign business results to interactions upon or following call termination. Prior to the GIM 7.6.004 release, the GIM server could not support this scenario but required that agents assign business results *during* the lifetime of their calls by using the normal, call-based, attached data APIs. GIM 7.6.004 now supports the assignment of business results to interactions when the results are attached via UserEvents after the call is released. Refer to the *Genesys Info Mart 7.6 Deployment Guide* for information about configuration of this scenario.

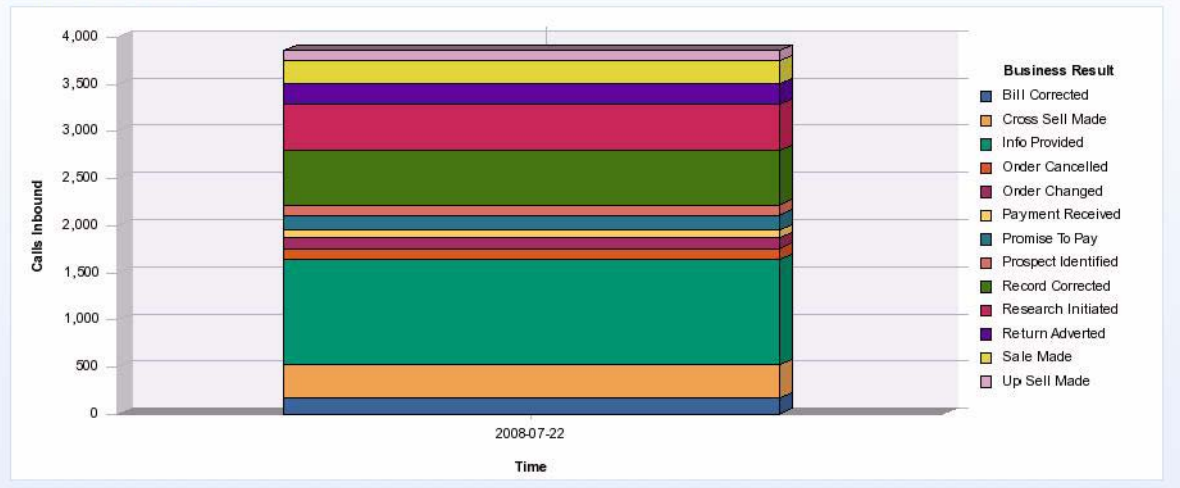


## Agent Group Business Result Report

### SAMPLE SUMMARY REPORT

REPORT INFO	
Report Date(s):	7/22/2008 to 7/22/2008
Business Result:	ALL
Agent Group:	japanese
Tenant:	ACME
Tenant: ACME	

#### Business Result over Time



This sample cutaway shows one of the two charts provided by on the Summary tab of this report; namely, the number of inbound calls received categorized by business result for July 22, 2008. This stacked bar chart illustrates the relationship between the inbound activity that is assigned to each business result to all of the inbound calls received by the contact center for a defined time period. Relative to all inbound calls received for this day, we can see that the bulk of contact-center activity centered around calls that resulted in assignments to the Info Provided, Record Corrected, and Research Initiated business results.



## Agent Group Customer Segment Report

CLASS(ES) Activity	MEASURES % Calls Transferred ACW Time Avg ACW Time Avg Consult Time Avg Handle Time			Avg Hold Time Avg Talk Time Calls Inbound Calls Transferred Consult	Consult Time Handle Time Hold Time Talk Time	DIMENSION(S) Agent Group Customer Segment
Time						Day
Service Objects						Tenant Name
USER PROMPTS						
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Customer Segment (customersegment_lov)	Agent Group (agentgroup_lov)		
REPORT CONSIDERATIONS				SOURCE TABLES		
<p>For this report to provide meaningful results, your environment must configure customer segments. Each customer segment has its own user-defined threshold, which is controlled by the customer segment-related key-value pairs that are configured in the attached userdata mapping (ccon_adata_spec_GIM_example.xml by default).</p> <p>If the configuration of customer-segment key-value pairs changes during the call, this report reflects only the last customer segment that is in effect when the agent finishes handling the call.</p>				AG2_INB_V_I_XN_AGENT_GRP_[H,D,M] GROUP_ INTERACTION_DESCRIPTOR RESOURCE_ RESOURCE_GROUP_COMBINATION		
				CONFIGURATION CONSIDERATIONS		
INTRODUCED IN 7.6.1				populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts		
DISCONTINUED IN N/A				DRILL UP / DRILL DOWN D-M-Q-Y		
DESCRIPTION						
<p>The <b>Main</b> tab of this report summarizes agent-group performance by customer segment with respect to inbound calls that are received within the contact center during a range of days that you specify. The <b>Summary</b> tab charts two stories that depict (1) the total number of inbound calls that are received by customer segment and day and (2) the total number of inbound calls received by agent group and day. Metrics include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.</p> <p>The <b>Consult</b> measures pertain to consultation requests that an agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the <b>Handle</b> measures, which include consult counts and durations.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17”).</p> <p>Genesys supports customization of two of this report’s measures—<b>Avg Handle Time</b> and <b>Handle Time</b>—to align them with your business’s own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.</p>						

## Agent Group Customer Segment Report

### SAMPLE MAIN REPORT

REPORT INFO									
Report Date(s):	7/22/2008 to 7/22/2008								
Customer Segment:	ALL								
Agent Group:	Chinese;japanese								
Tenant:	ACME								
Tenant:	ACME								
Agent Group	Customer Segment	Day	Calls Inbound	Handle Time		Talk Time		Hold Time	
				Total	Avg	Total	Avg	Total	Avg
Chinese	Bronze	2008-07-22	4,393	371:50:58	00:05:05	371:50:58	00:05:05	00:00:00	00:00:00
Chinese	Gold	2008-07-22	625	52:52:07	00:05:05	52:52:07	00:05:05	00:00:00	00:00:00
Chinese	Silver	2008-07-22	1,205	101:59:55	00:05:05	101:59:55	00:05:05	00:00:00	00:00:00
SUB TOTAL:			6,223	526:43:00	00:05:05	526:43:00	00:05:05	00:00:00	00:00:00
Agent Group	Customer Segment	Day	Calls Inbound	Handle Time		Talk Time		Hold Time	
				Total	Avg	Total	Avg	Total	Avg
Japanese	Bronze	2008-07-22	2,740	175:27:39	00:03:51	175:27:39	00:03:51	00:00:00	00:00:00
Japanese	Gold	2008-07-22	361	22:41:17	00:03:46	22:41:17	00:03:46	00:00:00	00:00:00
Japanese	Silver	2008-07-22	754	47:15:24	00:03:46	47:15:24	00:03:46	00:00:00	00:00:00
SUB TOTAL:			3,855	245:24:20	00:03:49	245:24:20	00:03:49	00:00:00	00:00:00
TOTAL FOR TENANT:			10,078	772:07:20	00:04:36	772:07:20	00:04:36	00:00:00	00:00:00
GRAND TOTAL:			10,078	772:07:20	00:04:36	772:07:20	00:04:36	00:00:00	00:00:00

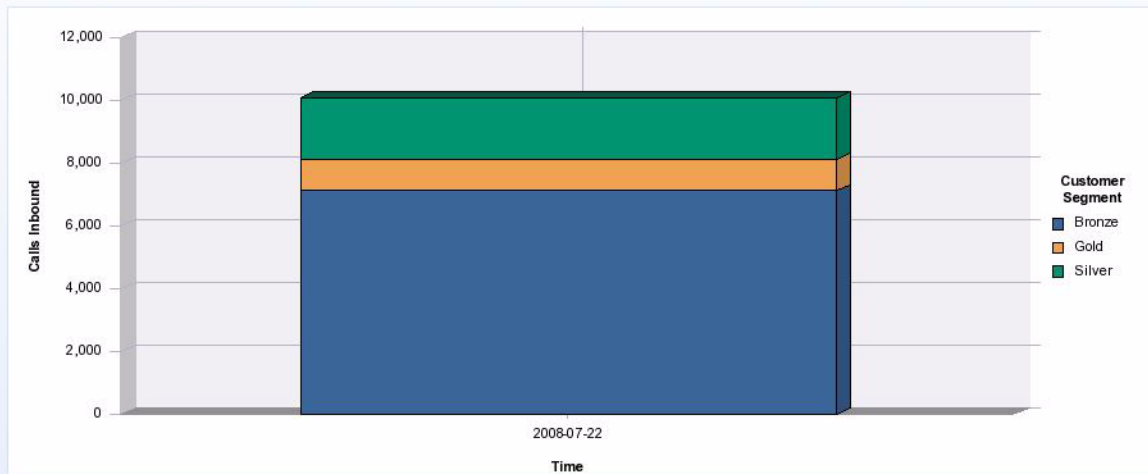
This sample cutaway shows ACME's day-by-day breakdown by customer segment of call handling for the Japanese and Chinese agent groups for one day in July 2008. Not shown are the Consult Received, ACW Time, and Transfers Made columns.

**Note:** The identical average talk and handle times across customer segments reflect the simulated callflows that are used in our sample environment to illustrate this and other reports. Under real-world circumstances, one would not expect to see identical results in these fields.

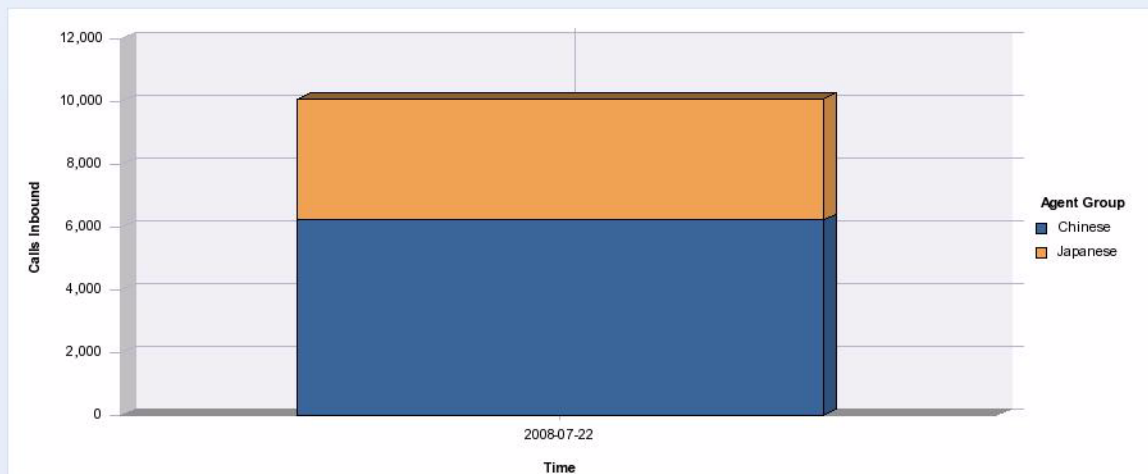
## Agent Group Customer Segment Report

### SAMPLE SUMMARY REPORT

Customer Segment over Time



Agent Group over Time



This sample summary report portrays call volume in a stack bar chart format that use the same selection criteria that was specified for the main report (see previous page). Two graphs depict inbound call volume by customer segment and call volume by agent group for each day in the reporting interval.

**Note:** This sample report shows only one bar chart per graph because only one day was specified in the selection criteria.

## Agent Group Inbound Call Handling Report

<b>CLASS(ES)</b> Activity   Time   Service Objects	<b>MEASURES</b> % Calls Transferred Avg ACW Time Avg Handle Time Avg Hold Time Avg Talk Time Calls Inbound Calls Transferred	<b>DIMENSION(S)</b> Agent Group   Day   Tenant Name
<b>USER PROMPTS</b> Pre-set Date Filter (daterange_lov) Start Date N/A End Date N/A Agent Group (agentgroup_lov)		
<b>REPORT CONSIDERATIONS</b> Refer to <a href="#">page 16</a> for issues related to group membership of resources.		<b>SOURCE TABLES</b> AG2_INB_V_I_XN_AGENT_GRP_[H,D,M] GROUP_ RESOURCE_GROUP_COMBINATION  <b>CONFIGURATION CONSIDERATIONS</b> complex-voice-agent-env populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts
<b>INTRODUCED IN</b> 7.6.0	<b>DISCONTINUED IN</b> N/A	<b>DRILL UP / DRILL DOWN</b> D-M-Q-Y
<b>DESCRIPTION</b> <p>The Main tab of this report enables supervisors to monitor the call-processing performance, as it relates to inbound calls, of one or more groups of agents during a range of days that you specify. The Summary tab focuses on two aspects of call processing—the total number of calls that are transferred and the total number of inbound calls that are received by agent group. This information should help you analyze which agent groups are transferring too many calls. The summary also provides the top and bottom 10% ranking of agent groups, with respect to the number of inbound calls that are received. Call processing (or handling) involves answering calls, placing calls on hold, consultations, transfers, after-call work, and talking with customers.</p> <p>This report rolls up the activities for all DN's that are associated with each member agent, to compute the group's overall activity. So, for example, instead of averaging each group member's talk time, Avg Talk Time relates the sum of the total durations that each group member spent talking to customers on each of the member's DN's to the total number of calls that the group collectively received. This report does not display a separate column for average consult time (which is included in the derivation of the Avg Handle Time measure) as it does for the other components of Avg Handle Time.</p> <p>Genesys supports customization of the <a href="#">Avg Handle Time</a> measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.</p>		

## Agent Group Inbound Call Handling Report

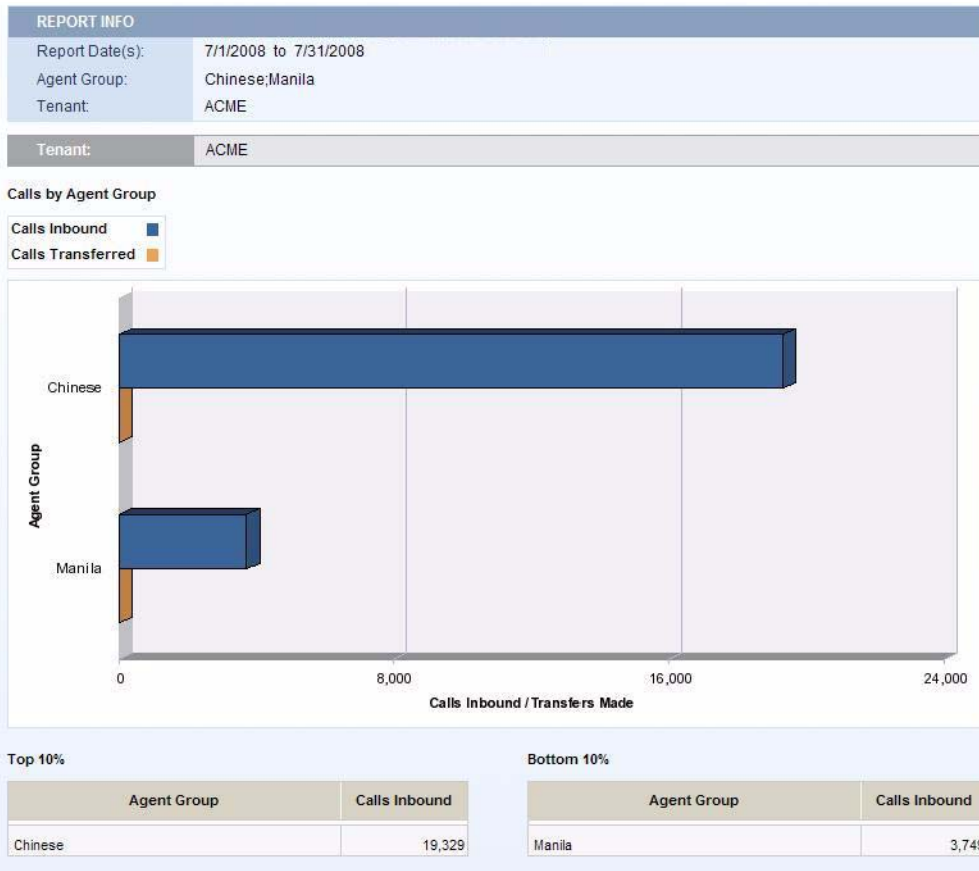
### SAMPLE MAIN REPORT

REPORT INFO								
Report Date(s):	7/1/2008 12:00:00 AM to 7/31/2008 12:00:00 AM							
Agent Group:	Chinese;Manila							
Tenant:	ACME							
Tenant:	ACME							
Agent Group	Day	Calls Inbound	Avg Handle Time	Avg Talk Time	Avg Hold Time	Avg ACW Time	Transfers Made	
							Count	%
Chinese	2008-07-22	6,223	00:05:05	00:05:05	00:00:00	00:00:00	0	0.00%
Chinese	2008-07-23	11,670	00:04:32	00:04:32	00:00:00	00:00:00	0	0.00%
Chinese	2008-07-24	1,436	00:04:41	00:04:35	00:00:00	00:01:25	0	0.00%
SUB TOTAL:		19,329	00:04:43	00:04:43	00:00:00	00:01:25	0	0.00%
Agent Group	Day	Calls Inbound	Avg Handle Time	Avg Talk Time	Avg Hold Time	Avg ACW Time	Transfers Made	
							Count	%
Manila	2008-07-22	3,024	00:05:13	00:05:13	00:00:00	00:00:00	0	0.00%
Manila	2008-07-23	725	00:05:13	00:05:13	00:00:00	00:00:00	0	0.00%
SUB TOTAL:		3,749	00:05:13	00:05:13	00:00:00	00:00:00	0	0.00%
TOTAL FOR TENANT:		23,078	00:04:48	00:04:48	00:00:00	00:01:25	0	0.00%
GRAND TOTAL:		23,078	00:04:48	00:04:48	00:00:00	00:01:25	0	0.00%

This sample main report shows ACME's day-by-day breakdown of call handling for the Chinese and Manila agent groups for July 2008. From this snapshot, we see that even though the Chinese agent group handles five times more calls than the Manila group, the average talk, ACW, and handle times are roughly the same across both groups. This might indicate that both groups are similarly staffed relative to the amount of inbound-call activity that is received.

## Agent Group Inbound Call Handling Report

### SAMPLE SUMMARY REPORT



This sample summary report stacks the total number of inbound calls that are transferred by the Chinese and Manila agent groups against the total number of inbound calls that are handled by each group during the month of July 2008; both groups transferred no inbound calls. In addition to this, however, you can see at a glance how the groups measure up to each other, with respect to the number of inbound calls that they handled.

## Agent Group Service Type Report

CLASS(ES) Activity	MEASURES % Calls Transferred ACW Time Avg ACW Time Avg Consult Time Avg Handle Time			Avg Hold Time Avg Talk Time Calls Inbound Calls Transferred Consult	Consult Time Handle Time Hold Time Talk Time	DIMENSION(S) Agent Group Service Type
Time						Day
Service Objects						Tenant Name
USER PROMPTS						
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Service Type (servicetype_lov)	Agent Group (agentgroup_lov)		
REPORT CONSIDERATIONS				SOURCE TABLES		
For this report to provide meaningful results, your environment must configure service types. Each service type has its own user-defined threshold, which is controlled by the service-related key-value pairs configured in the attached userdata mapping (by default, ccon_adata_spec_GIM_example.xml).				AG2_INB_V_I_XN_AGENT_GRP_[H,D,M] GROUP_ INTERACTION_DESCRIPTOR RESOURCE_ RESOURCE_GROUP_COMBINATION		
If the configuration of service-type key-value pairs changes during the call, this report reflects only the last service type that is in effect when the agent finishes handling the call.				CONFIGURATION CONSIDERATIONS		
				complex-voice-agent-env populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN D-M-Q-Y			
DESCRIPTION						
<p>The <b>Main</b> tab of this report summarizes agent-group performance by service type with respect to inbound calls that are received within the contact center during a range of days that you specify. The <b>Summary</b> tab charts two stories that depict (1) the total number of inbound calls that are received by service type and day and (2) the total number of inbound calls that are received by agent group and day. Measures include interactions that are routed from a routing strategy or mediation DN, routed directly from the switch, or transferred—provided that the agent receives the interaction.</p> <p>The <b>Consult</b> measures pertain to requests for consultation that the agent receives; they exclude the counts and durations of consultation requests that the agent makes. The same is true for the <b>Handle</b> measures, which include consult counts and durations.</p> <p>Printing the <b>Main</b> tab of this report requires tabloid-size paper (11 x 17").</p> <p>Genesys supports customization of two of this report's measures—<b>Avg Handle Time</b> and <b>Handle Time</b>—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.</p>						

## Agent Inbound Call Handling VQ Report

CLASS(ES) Activity   Time   Service Objects	MEASURES ACW Time Avg ACW Time Avg Handle Time			Avg Hold Time Avg Talk Time Hold Time	Talk Time	DIMENSION(S) Agent Name Queue/VQ  Day  Tenant Name
USER PROMPTS Pre-set Date Filter (daterange_lov)      Start Date N/A      End Date N/A      Queue/VQ Group Queue/VQ (queuevqgroup_lov) (queuevq_lov)      Agent Group Agent (agentgroup_lov) (agentname_lov)						
REPORT CONSIDERATIONS For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.  One or both of the following configuration options must be set to TRUE : • populate-acd-queue-facts • populate-virtual-queue-facts  Refer to <a href="#">page 16</a> for issues related to group membership of resources.					SOURCE TABLES AG2_INB_V_AGENT_QUEUE_[H,D,M] GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION	
					CONFIGURATION CONSIDERATIONS complex-voice-agent-env populate-acd-queue-facts populate-interaction-resource-facts populate-interaction-resource-state-facts populate-queue-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-voice-resource-activity populate-virtual-queue-facts	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group QVQ-QVQ Group D-M-Q-Y			
DESCRIPTION The Main tab of this report enables supervisors to monitor the call-processing performance, as it relates to inbound calls, of an agent (or all agents) by the ACD or virtual queue from which calls were distributed during a range of days that you specify. The Summary tab provides a three-dimensional chart that plots average handle time by agent and by queue (or virtual queue). The summary tables below this chart provide the top and bottom 10% of agents who have the longest and shortest average hold times. Call processing (or handling) involves answering calls, placing calls on hold, consultations, transfers, after-call work, and talking.  Genesys supports customization of the <a href="#">Avg Handle Time</a> measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.  <b>Note:</b> Prior to the 7.6.1 release, this report referenced the .. by VQ versions of each measure (for example, ACW Time by VQ instead of <a href="#">ACW Time</a> ). In the 7.6.1 release, these measures were consolidated into their base measures. In addition, the Handle Time by VQ measure was dropped altogether from this report.						





## Agent Inbound Utilization Report

CLASS(ES)	MEASURES			DIMENSION(S)
Activity	% Calls Transferred Avg ACW Time Avg Consult Time Avg Handle Time Avg Hold Time	Avg Talk Time Calls Conference Initiated Calls Conference Received	Calls Inbound Calls Transferred Consult Hold	Agent Name
State	% Not Ready Time % Occupancy	% Ready Time Login Time	Not Ready Time Ready Time	Day  Tenant Name
Time				
Service Objects				
USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Agent Group (agentgroup_lov)	Agent (agentname_lov)
REPORT CONSIDERATIONS			SOURCE TABLES	
<p>Although the main tab of this report enables you to drill beyond day-level aggregation, drill-up/drill-down results are supported only for subhour-to-hour-to-day or day-to-hour-to-subhour operations. Drill-up functionality is supported with the limitation that measures in the State class are not additive; drill-down results, on the other hand, are fully supported.</p> <p>Drilling on the summary report has been intentionally disabled.</p> <p>Refer to <a href="#">page 16</a> for issues related to group membership of resources.</p>			AG2_INB_V_I_I_XN_AGENT_[S,H,D] AG2_INB_V_I_I_SESS_STATE_[S,H,D] GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION	
			CONFIGURATION CONSIDERATIONS complex-voice-agent-env populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-ixn-agent-aggregates populate-ixn-agent-interval-aggregates populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-voice-resource-activity	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN Agent-Agent Group S-H-D		
DESCRIPTION				
<p>The Main tab of this report summarizes agent performance with respect to inbound calls that are received within the contact center for a range of days that you specify. The Summary tab charts the percentage of occupancy by agent and provides two tables that highlight the top and bottom 10%. Measures in the main report include the total number of calls that were answered, staffed time, not-busy time, and averages—all of which include inbound interactions from a mediation DN object or directly routed from a switch.</p> <p>Although the Avg Talk Time and Avg Handle Time measures provide an indication of how effective an agent is in terms of customer service and handling calls, these measures must be analyzed within the scope of the agent's group. For example, results might show that a Tier 3 Technical Support agent has a higher average talk time than the front-line agent who initially handled the call and routed it to the higher tier for further analysis. Indeed, the higher average across groups in this scenario might indicate the quality of service that is provided, instead of the efficiency of the agent in processing calls.</p> <p>The Consult measures pertain to the consultation requests that the agent receives; they exclude the consultation requests that the agent makes.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17").</p> <p>Genesys supports customization of the Avg Handle Time measure to align it with your business's own definition of this term. For the supported alternate definition(s), open the properties of this measure in the universe and read its description.</p> <p>In the 7.6.1 release, the % Hold Time measure was dropped from this report.</p>				

## Agent Interval Based Report

CLASS(ES) Interval   Time  Service Objects	MEASURES % Consult Time % Hold Time % Inbound ACW Time % Talk Time Calls Answered  Consult Consult Time Hold Hold Time Inbound ACW  Inbound ACW Time Login Time Talk Time				DIMENSION(S) Agent Name   Hour  Tenant Name
USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)
REPORT CONSIDERATIONS This report provides results based on hour-level aggregation. Drill-up functionality is supported with the limitation that measures are not additive; drill-down results, on the other hand, are fully supported.  Refer to <a href="#">page 16</a> for issues related to group membership of resources.				SOURCE TABLES AG2_INB_V_I_IXN_AGENT_[S,H,D] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION	
				CONFIGURATION CONSIDERATIONS complex-voice-agent-env gls-enable-acw-busy (ICON) populate-ixn-agent-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-voice-resource-activity	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group H-D		
DESCRIPTION This report generates a snapshot of agent call-processing activities during a range of hours that you specify within a particular day. This report is useful to those who manage contact-center operations, and enables them to view key performance indicators that are related to the agents they supervise, and to assess agent productivity. No distinction is made between interactions that are routed directly from a switch and those that are routed via a mediation DN object.  This is an interval-based report, which means that counts and durations for the bulk of measures are recognized in each interval in which interactions occur, regardless of when the interaction began or ended.  The Consult measures pertain to consultation requests that an agent receives; they exclude the counts and durations of consultation requests that the agent makes.					

## Agent Not Ready Reason Code Report

CLASS(ES) Reason   Time  Service Objects	MEASURES % Not Ready Reason Time % Not Ready Time Rsn  Not Ready Reason Count  Not Ready Reason Time Not Ready Time Rsn			DIMENSION(S) Agent Name Reason Code State Name  Hour  Tenant Name	
USER PROMPTS Pre-set Day Filter (daydaterange_lov)    Report Date N/A    From Hour/ To Hour (hour_lov)    Agent Group (agentgroup_lov)    Agent (agentname_lov)    Reason Code Type (reasoncodetype_lov)					
REPORT CONSIDERATIONS For this report to be useful, your environment must both configure hardware and/or software reason codes, and enable contact-center operators to assign hardware- or software-related reasons for placing their voice-specific DNs in a NotReady state. Refer to the “Configuring NotReady Reasons and Work Modes” in the <i>Genesys Desktop 7.6 Deployment Guide</i> for details.  Drill-up functionality is supported with the limitation that measures are not additive; drill-down results, on the other hand, are fully supported.  Refer to <a href="#">page 16</a> for issues related to group membership of resources.				SOURCE TABLES AG2_INB_V_I_SESS_STATE_[S,H,D] AG2_INB_V_I_STATE_RSN_[S,H,D] GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION_RESOURCE_STATE_RESOURCE_STATE_REASON	
				CONFIGURATION CONSIDERATIONS complex-voice-agent-env glc-enable-acw-busy (ICON) populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-resource-state-reason-facts populate-sm-voice-resource-activity	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group H-D		
DESCRIPTION The Main tab of this report provides counts, durations, and percentages for each NotReady reason code during the range of hours that you specify within a particular day. The Summary tab, in four charts, ranks: <ul style="list-style-type: none"><li>• The top five reasons (reason codes) that are used by agents cumulatively for entering the NotReady state.</li><li>• The top five longest durations that are associated with the reasons that agents placed their devices in the NotReady state.</li><li>• The top and bottom five agents who had the greatest and least percentage of their login time attributed to the NotReady state.</li></ul> One report instance itemizes either hardware reasons or software reasons on voice devices, but not both in the same report. The reason codes that are provided by this report are not necessarily tied to specific interactions.					

## Agent Not Ready Report

CLASS(ES)	MEASURES				DIMENSION(S)
State	% Not Ready InCall Time % Not Ready OutCall Time % Not Ready Time Login Time	Not Ready InCall Not Ready InCall Time Not Ready OutCall	Not Ready OutCall Time Not Ready Time	Agent Name	
Time					Hour
Service Objects					Tenant Name
USER PROMPTS					
Pre-set Day Filter (daydaterange_lov)	Report Date N/A	From Hour (hour_lov)	To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)
REPORT CONSIDERATIONS <p>This report provides meaningful data for the InCall and OutCall measures only if the ICON application that is supplying data to Info Mart has been configured to recognize uninterrupted ACW and NotReady states (gls-enable-acw-busy).</p> <p>Drill-up functionality is supported with the limitation that measures are not additive; drill down results, on the other hand, are fully supported.</p> <p>In situations where agents indicate they are ready when in fact they are handling calls, the % Not Ready InCall Time and % Not Ready OutCall Time measures may exceed 100%.</p> <p>Refer to <a href="#">page 16</a> for issues related to group membership of resources.</p>				SOURCE TABLES	
				AG2_INB_V_I_SESS_STATE_[S,H,D] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION	
				CONFIGURATION CONSIDERATIONS	
				gls-enable-acw-busy (ICON) populate-agent-state-interval-aggregates populate-interaction-resource-facts populate-interaction-resource-state-facts populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-voice-resource-activity	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group H-D		
DESCRIPTION					
<p>The Main tab of this report enables supervisors to monitor the counts, durations, and percentages of calls that are made and received by an agent, while that agent's state is NotReady, during a range of hours that you specify within a particular day. The Summary tab plots each agent's percentage of time that the agent was in the NotReady state and provides two tables that rank the top and bottom 10% of agent NotReady duration.</p> <p>The Login Time and Not Ready Time measures were added to this report in the 7.6.2 release.</p>					



## Daily Agent Login-Logout Report

CLASS(ES) <a href="#">Login Detail</a>  <a href="#">Service Objects</a>	MEASURES <a href="#">Login Time Detail</a>	DIMENSION(S) <a href="#">Agent Name</a> <a href="#">Login Timestamp</a> <a href="#">Logout Timestamp</a>  <a href="#">Tenant Name</a>
USER PROMPTS Pre-set Day Filter    Report Date    Agent Group    Agent ( <a href="#">daydaterange_lov</a> )    N/A    ( <a href="#">agentgroup_lov</a> )    ( <a href="#">agentname_lov</a> )		
REPORT CONSIDERATIONS The default date selection for this report is Today . Refer to the “Optimal Time to Run Reports” section of the <i>Interactive Insights 7.6 User’s Guide</i> for information about running near-real-time reports.  Refer to <a href="#">page 16</a> for issues related to group membership of resources.		SOURCE TABLES GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION SM_RES_SESSION_FACT  CONFIGURATION CONSIDERATIONS complex-voice-agent-env populate-sm-resource-session-facts populate-sm-resource-state-facts populate-sm-voice-resource-activity
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN Agent–Agent Group
DESCRIPTION This report shows the times when agents logged in and out and the duration of each login session during a range of hours that you specify within a day. The report displays the timestamps in the tenant’s standard time zone. If an agent logs in to multiple DNs, the duration of the agent’s overall login session, which is captured by the <a href="#">Login Time Detail</a> measure, begins with the first login event and ends with the last logout event. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, login duration gets is split over each calendar day.		

## Daily Agent State Detail Report

CLASS(ES) State Detail		MEASURES State Time Detail				DIMENSION(S) Agent Name Reason Code State Name State Timestamp  Tenant Name	
Service Objects							
USER PROMPTS							
Pre-set Day Filter (daydaterange_lov)		Report Date N/A	From Hour/ To Hour (hour_lov)	Agent Group (agentgroup_lov)	Agent (agentname_lov)	Reason Code Type (reasoncodetype_lov)	
REPORT CONSIDERATIONS					SOURCE TABLES		
<p>Your environment must configure hardware and/or software reason codes for this report to provide reason codes that might be associated with an agent's state. When configured, one report instance will provide either hardware- or software-related reasons, but not both in the same report.</p> <p>And, if this report is to provide uninterrupted ACW and NotReady state details, you must appropriately configure the underlying ICON application supplying data to GIM (gls-enable-acw-busy).</p> <p>The default date selection for this report is Today . Refer to the “Optimal Time to Run Reports” section in the <i>Interactive Insights 7.6 User's Guide</i> for information about running near-real time reports.</p> <p>Refer to <a href="#">page 16</a> for issues related to group membership of resources.</p>					GROUP_		
					RESOURCE_		
					RESOURCE_GROUP_COMBINATION		
					RESOURCE_STATE		
					RESOURCE_STATE_REASON		
					SM_RES_STATE_REASON_FACT		
					CONFIGURATION CONSIDERATIONS		
					complex-voice-agent-env		
					factor-dnd-into-sm-resource-states		
					gls-enable-acw-busy (ICON)		
					populate-sm-resource-session-facts		
					populate-sm-resource-state-facts		
					populate-sm-resource-state-reasons-facts		
					populate-sm-voice-resource-activity		
INTRODUCED IN 7.6.0		DISCONTINUED IN N/A		DRILL UP / DRILL DOWN Agent-Agent Group			
DESCRIPTION							
<p>This report displays the timestamps and durations of the various agent-state changes during a range of hours that you specify within a given day. This information enables supervisors to track how an agent spent his or her time in various noncall-related states and to make assessments about how well this time was spent. If a hardware- or software-related reason was logged for any state, this information—either a hardware- or software-related reason—also appears in the report. This report is very useful for monitoring an agent's noncall-related activities, especially under those circumstances in which the agent is paid by the minute. If the agent continues to be logged in over a two-day time span (or longer) and is not forcibly logged out by the system, state duration is split over each calendar day.</p>							

## Daily Agent State Detail Report

## SAMPLE MAIN REPORT

REPORT INFO					
Report Date:	9/23/2008				
From Hour:	0	To Hour:	24		
Agent Group:	ALL				
Agent:	Tsunade, Neji (Agent9998_SipSwitch_ACME)				
Reason Code Type:	SOFTWARE				
Tenant:	ACME				
Tenant:	ACME				
Agent Name		State Timestamp	State Name	State Time	Reason Code
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 4:22:56 PM	Ready	02:51:52	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:21:00 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:23:30 PM	Ready	00:03:23	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:33:05 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:35:35 PM	Ready	00:03:41	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:45:28 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:47:58 PM	Ready	00:04:41	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 7:58:51 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:01:21 PM	Ready	00:00:35	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:08:08 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:10:38 PM	Ready	00:08:22	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:25:12 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:27:42 PM	Ready	00:03:11	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:37:05 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:39:35 PM	Ready	00:00:35	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:46:22 PM	AfterCallWork	00:02:30	No Reason
Tsunade, Neji (Agent9998_SipSwitch_ACME)		9/23/2008 8:48:52 PM	Ready	00:01:41	No Reason

Daily Agent State Detail Report

Page 1 of 3

Generation Date: 6/18/2009 05:42:23 AM

This sample main report shows the transitions in agent status, the durations while the agent was in those states, and the states' prescribed reason codes over the period of one day for Neji Tsunade, an agent who belongs to the ACME tenant. From these results, we see that Neji was ready to answer inbound calls for nearly three hours before his DN registered a change in noncall-related activity.

# Queue Reports

## Abandon Delay Report

CLASS(ES) Queue/Virtual Queue	MEASURES % Calls Abandoned STI 1      Calls Abandoned STI 1 % Calls Abandoned STI 2      Calls Abandoned STI 2 % Calls Abandoned STI 3      Calls Abandoned STI 3 % Calls Abandoned STI 4      Calls Abandoned STI 4 % Calls Abandoned STI 5      Calls Abandoned STI 5 % Calls Abandoned STI 6      Calls Abandoned STI 6 % Calls Abandoned STI 7      Calls Abandoned STI 7 % Calls Abandoned STI 8      Calls Abandoned STI 8 % Calls Abandoned STI 9      Calls Abandoned STI 9 % Calls Abandoned STI 10      Calls Abandoned STI 10				DIMENSION(S) Queue/VQ
Time					Day
Service Objects	Bound 1 Bound 2 Bound 3	Bound 4 Bound 5 Bound 6	Bound 7 Bound 8 Bound 9	Bound 10 Bound 11	Tenant Name TimeRangeKey
USER PROMPTS Pre-set Date Filter (daterange_lov)      Start Date N/A      End Date N/A      Queue/VQ Group (queuevqgroup_lov)      Queue/VQ (queuevq_lov)					
REPORT CONSIDERATIONS For this report to provide meaningful results, one or more of the abandon-duration-range-x-thold options must be configured (where x = 01–10). If you change the values of these options during a reporting interval, consider manually running the GIM aggregation job—specifying the start of the interval, at the latest, as a job parameter for the period of time over which reaggregation should occur. For more information about this job's parameters or how to run it, refer to the discussion of the Genesys Info Mart Administration Console in the <i>Genesys Info Mart 7.6 Operations Guide</i> .  For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.  One or both of the following configuration options must be set to TRUE : <ul style="list-style-type: none"> <li>• populate-acd-queue-facts</li> <li>• populate-virtual-queue-facts</li> </ul> Refer to <a href="#">page 16</a> for issues related to group membership of resources.			SOURCE TABLES AG2_INB_V_QUEUE_ABN_[H,D,M] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION TIME_RANGE  CONFIGURATION CONSIDERATIONS abandon-duration-range-01-thold through abandon-duration-range-10-thold populate-acd-queue-facts populate-interaction-resource-facts populate-queue-aggregates populate-virtual-queue-facts		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN QVQ—QVQ Group D-M-Q-Y		





## Abandon Delay Report

### DESCRIPTION

The Main tab of this report gauges service quality by indicating how many inbound voice interactions were abandoned, as well as the percentage of inbound voice interactions that were abandoned, while the interactions were queued at a specific queue or virtual queue. The Summary tab charts the percentage of abandoned calls by service time interval, in chart format. The report provides a legend of the service time intervals for 10 abandon thresholds. The report categorizes each abandoned interaction—placing it into one of 10 configurable time buckets—to provide details about how long callers waited at a specific queue or virtual queue before they chose to abandon the call.

## Inbound Voice Traffic Group Report

CLASS(ES)	MEASURES			DIMENSION(S)
Queue/Virtual Queue	% Service Level	Calls Abandoned	Calls Offered	Queue/VQ Group
	ASA	Calls Answered	Calls Standard	
	Avg Time to Abandon	Calls Distributed	Abandoned	
Time				Day
Service Objects				Tenant Name
USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue/VQ Group (queuevqgroup_lov)	
REPORT CONSIDERATIONS			SOURCE TABLES	
For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.			AG2_INB_V_QUEUE_GRP_[H,D,M] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION	
One or both of the following configuration options must be set in your GIM application: <ul style="list-style-type: none"><li>populate-acd-queue-facts</li><li>populate-virtual-queue-facts</li></ul>			CONFIGURATION CONSIDERATIONS	
Refer to <a href="#">page 16</a> for issues related to group membership of resources.			populate-acd-queue-facts populate-interaction-resource-facts populate-queue-aggregates populate-virtual-queue-facts q-answer-threshold-voice q-short-abandoned-threshold-voice	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN D-M-Q-Y		
DESCRIPTION				
The Main tab of this report summarizes contact-center activity as inbound calls are offered to, abandoned within, and distributed from queues and/or virtual queues that belong to one or more queue group(s). The Summary tab focuses on the overall percentages of service level by tenant in chart format and highlights the exceptions to service level by queue in tabular format for a given day. Queue activity is rolled up to all of the groups to which the queue belongs. Counts and durations are attributed to the interval in which the calls enter the queue or virtual queue.				
Genesys supports customization of two of this report's measures—% Service Level and Calls Offered—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in Designer and read their descriptions.				
In the 7.6.1 release, the Time to Abandon measure was dropped from this report.				

## Inbound Voice Traffic Group Report

## SAMPLE MAIN REPORT

REPORT INFO									
Report Date(s):		7/22/2008 to 7/22/2008							
Queue or VQ Group:		ALL							
Tenant:		ACME							
Tenant:		ACME							
Queue/VQ Group	Day	% Service Level	Calls Offered	Calls Distributed	Calls Answered	Calls Abandoned	Calls Short Abandoned	Avg Time to Answer	Avg Time to Abandon
Billing	2008-07-22	55.20%	4,835	2,669	2,669	2,053	0	00:00:15	00:00:30
SUB TOTAL:		55.20%	4,835	2,669	2,669	2,053	0	00:00:15	00:00:30
Queue/VQ Group	Day	% Service Level	Calls Offered	Calls Distributed	Calls Answered	Calls Abandoned	Calls Short Abandoned	Avg Time to Answer	Avg Time to Abandon
Chinese-Gizmo	2008-07-22	30.83%	1,849	570	570	1,274	0	00:00:19	00:00:30
SUB TOTAL:		30.83%	1,849	570	570	1,274	0	00:00:19	00:00:30
Queue/VQ Group	Day	% Service Level	Calls Offered	Calls Distributed	Calls Answered	Calls Abandoned	Calls Short Abandoned	Avg Time to Answer	Avg Time to Abandon
Chinese-NA	2008-07-22	81.73%	1,303	1,065	1,065	228	0	00:00:15	00:00:30
SUB TOTAL:		81.73%	1,303	1,065	1,065	228	0	00:00:15	00:00:30
Queue/VQ Group	Day	% Service Level	Calls Offered	Calls Distributed	Calls Answered	Calls Abandoned	Calls Short Abandoned	Avg Time to Answer	Avg Time to Abandon
Chinese-Thneed	2008-07-22	57.75%	774	447	447	319	0	00:00:17	00:00:30
SUB TOTAL:		57.75%	774	447	447	319	0	00:00:17	00:00:30

Inbound Voice Traffic Group Report

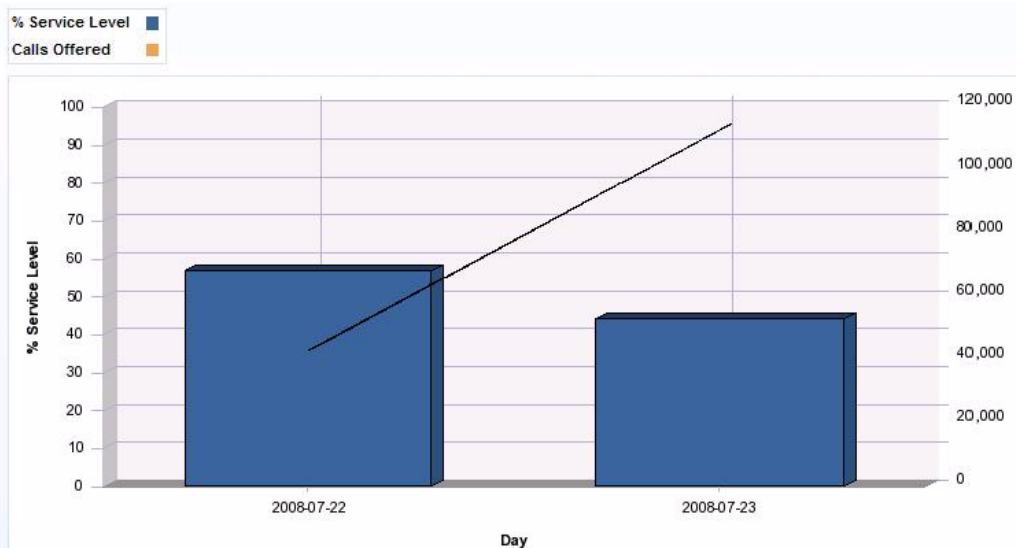
Page 1 of 4

Generation Date: 8/18/2009 05:44:50 AM

This sample main report shows the breakdown of inbound call traffic as it passes through several queues that belong to the various ACME queue groups for one day toward the end of July 2008. The low service-level percentages across the queue groups indicate a problem. The number of abandoned calls relative to the number of calls that are successfully answered reveals that a disproportionate number of calls never even reached an agent. From the fact that the average time to answer calls is less than the average time that calls are dropped, one could deduce that the groups are inadequately staffed to handle inbound call traffic or the routing strategies are not sending the calls to the appropriate agents.

## Inbound Voice Traffic Group Report

## SAMPLE SUMMARY REPORT



## % Service Level by Time and by Queue/VQ Group

Service Level < 60%    60% <= Service Level <= 80%    % Service Level > 80

Queue/VQ Group / Time	2008-07-22	2008-07-23
Billing	55.20%	43.74%
Chinese-Gizmo	30.83%	20.50%
Chinese-NA	81.73%	48.52%
Chinese-Thneed	57.75%	25.06%
Chinese-Widget	51.74%	29.96%
CustSvc	56.90%	43.46%
English-NA	87.30%	44.53%
English-Thneed	79.11%	28.87%
English-Widget	86.67%	37.15%
French-Gizmo		34.96%
French-NA		61.31%
French-Thneed		50.98%
French-Widget		51.50%
Japanese-Gizmo	38.98%	21.56%
Japanese-NA	89.94%	62.28%
Japanese-Thneed	56.31%	13.38%
Japanese-Widget	65.45%	38.04%
Sales	58.08%	43.59%
Spanish-Gizmo	29.99%	56.87%
Spanish-NA	79.43%	69.64%
Spanish-Thneed	22.15%	59.91%
Spanish-Widget	51.65%	63.02%

Using different selection criteria from that which was specified on the Main tab, this sample summary report shows the collective service level for the ACME tenant of the specified queue groups and the collective number of calls that are offered to those queue groups for July 22 and July 23, 2008. The table below the graph classifies each queue group's individual service level for the two days into one of three categories: low, medium, or high (whose boundaries are hardcoded within the report).

## Inbound Voice Traffic Report

CLASS(ES) Queue/Virtual Queue  Time  Service Objects	MEASURES % Calls Abandoned % Calls Answered % Calls Distributed % Service Level ASA  Avg Time to Abandon Calls Abandoned Calls Answered Calls Distributed  Calls Offered Max Time to Abandon Max Time to Answer			DIMENSION(S) Queue/VQ  Day  Tenant Name
USER PROMPTS Pre-set Date Filter (daterange_lov)    Start Date N/A    End Date N/A    Queue/VQ Group (queuevqgroup_lov)    Queue/VQ (queuevq_lov)				
REPORT CONSIDERATIONS For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.  Either or both of the following configuration options must be set to TRUE : • populate-acd-queue-facts • populate-virtual-queue-facts  Refer to <a href="#">page 16</a> for issues related to group membership of resources.			SOURCE TABLES AG2_INB_V_QUEUE_[H,D,M] AG2_INB_V_QUEUE_GRP_[H,D,M] GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION	
			CONFIGURATION CONSIDERATIONS populate-acd-queue-facts populate-interaction-resource-facts populate-queue-aggregates populate-virtual-queue-facts q-answer-threshold-voice q-short-abandoned-threshold-voice	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN QVQ-QVQ Group D-M-Q-Y		
DESCRIPTION The Main tab of this report summarizes contact-center activity as inbound calls are offered to, abandoned within, and distributed from ACD and virtual queues that are configured to process incoming voice interactions. The Summary tab focuses on the overall percentages of service level by tenant in chart format and highlights the exceptions to service level by queue in tabular format for a given day. Counts and durations of those inbound calls that are requeued for consultation are excluded from these measurements.  This report can be particularly useful for determining the efficiency of a specific queue or virtual queue, because it shows both the volume of calls that are answered in a given period—from the perspective of the queues and/or virtual queues from which they were routed—and statistics from the Speed of Answer and Abandon Delay reports.  Genesys supports customization of two of this report's measures—% Service Level and Calls Offered—to align them with your business's own definition of these terms. For the supported alternate definition(s), open the properties of these measures in the universe and read their descriptions.  In the 7.6.1 release, the Calls Entered, Calls Short Abandoned, and Time to Abandon measures were dropped from this report.				



## Inbound Voice Traffic Report

## SAMPLE MAIN REPORT

REPORT INFO													
Report Date(s):		9/22/2008 to 9/23/2008											
Queue or VQ Group:		Billing											
Queue or VQ:		Billing_French_NA;Billing_Spanish_NA											
Tenant:		ALL											
Tenant:		ACME											
Queue/VQ	Day	% Service Level	Calls Offered	Calls Distributed		Calls Answered		Calls Abandoned		Time to Answer		Time to Abandon	
				Count	%	Count	%	Count	%	Avg	Max	Avg	Max
Billing_French_NA	2008-09-22	11.86%	177	146	82.49%	146	82.49%	11	6.21%	00:02:18	00:03:01	00:03:00	00:03:02
Billing_French_NA	2008-09-23	4.49%	602	377	62.62%	377	62.62%	185	30.73%	00:02:37	00:03:01	00:02:59	00:03:00
SUB TOTAL:		6.16%	779	523	67.14%	523	67.14%	196	25.16%	00:02:32	00:03:01	00:02:60	00:03:02
Queue/VQ	Day	% Service Level	Calls Offered	Calls Distributed		Calls Answered		Calls Abandoned		Time to Answer		Time to Abandon	
				Count	%	Count	%	Count	%	Avg	Max	Avg	Max
Billing_Spanish_NA	2008-09-22	88.61%	158	140	88.61%	140	88.61%	0	0.00%	00:00:05	00:00:33	00:00:00	00:00:00
Billing_Spanish_NA	2008-09-23	78.99%	595	557	93.61%	475	79.83%	1	0.17%	00:00:03	00:02:16	00:02:59	00:02:59
SUB TOTAL:		81.01%	753	697	92.56%	615	81.67%	1	0.13%	00:00:04	00:02:16	00:02:59	00:02:59
TOTAL FOR TENANT:		42.95%	1,532	1,220	79.63%	1,138	74.28%	197	12.86%	00:01:12	00:03:01	00:02:59	00:03:02
GRAND TOTAL:		42.95%	1,532	1,220	79.63%	1,138	74.28%	197	12.86%	00:01:12	00:03:01	00:02:59	00:03:02

This sample report shows the inbound traffic over two days in September 2008 for two queues in the Billing queue group. Even though the queues handled roughly the same load of calls, we see that the service level for calls that are distributed from the Billing\_French\_NA queue group is significantly lower than for calls that are distributed from the Billing\_Spanish\_NA queue group.

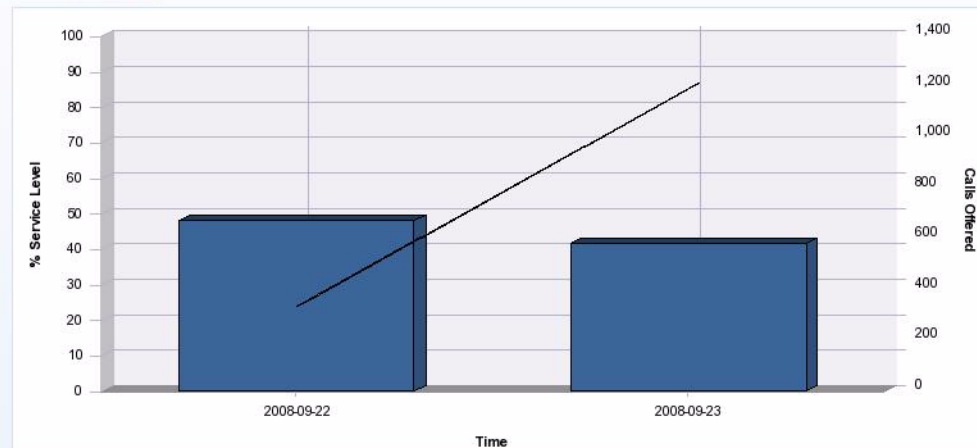
% Service Level is measured by  $\text{Calls Answered in Threshold} / \text{Calls Offered}$ . (The Calls Answered in Threshold measure is not displayed in the report). In this example, the factor that contributes most to the disparity in service level between the two groups is either the number of calls that are answered within the threshold or the value of the threshold itself—which, incidentally, can differ from queue to queue. (The default value is 60 seconds.) With an average time for agents to answer calls that are distributed from the French-language queue at over two minutes and at less than five seconds for the Spanish-language queue, the results provide possible insight into why the discrepancy exists and what to do about it. These results also may lead you to question why the percentage of service level is not even higher than what is stated for the Spanish-language queue. An 81% service level over the two days seems to be on the low side for calls that are answered, on average, in four seconds. Perhaps the setting of the threshold is too aggressive?

## Inbound Voice Traffic Report

## SAMPLE SUMMARY REPORT

## % Service Level over Time

% Service Level ■  
 Calls Offered ■



## % Service Level by Time and by Queue/VQ

Service Level < 60%    60% <= Service Level <= 80%    Service Level > 80%

Queue/VQ / Time	2008-09-22	2008-09-23
Billing_French_NA	11.86%	4.49%
Billing_Spanish_NA	88.61%	78.99%

This sample summary report uses the same criteria that are specified on the main report to show the collective service level for the ACME tenant of the specified queues and the collective number of calls that were offered to those queues on September 22 and 23, 2008. The table below the graph classifies each queue's individual service level for the day into one of three categories: low, medium, or high (whose boundaries are hardcoded within the report).

## Queue-Virtual Queue Outline Report

CLASS(ES) Queue/Virtual Queue	MEASURES Calls Abandoned Calls Abandoned Ringing Calls Answered Calls Answered Agent Calls Answered Others				Calls Distributed Calls Diverted Calls Entered Calls Offered Calls RONA	Calls Routed Other Calls Short Abandoned Calls Standard Abandoned	DIMENSION(S) Queue/VQ
Time							Day
Service Objects							Tenant Name
USER PROMPTS							
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue/VQ Group (queuevqgroup_lov)		Queue/VQ (queuevq_lov)		
REPORT CONSIDERATIONS					SOURCE TABLES		
For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.  Either or both of the following configuration options must be set to TRUE: <ul style="list-style-type: none"><li>populate-acd-queue-facts</li><li>populate-virtual-queue-facts</li></ul>					AG2_INB_V_QUEUE_[H,D,M]		
					AG2_INB_V_QUEUE_GRP_[H,D,M]		
					GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION		
					CONFIGURATION CONSIDERATIONS		
					populate-acd-queue-facts		
					populate-interaction-resource-facts		
					populate-queue-aggregates		
					populate-virtual-queue-facts		
					q-answer-threshold-voice		
					q-short-abandoned-threshold-voice		
DESCRIPTION							
The Main tab of this report shows how the number of inbound calls that entered a particular ACD queue, virtual queue, or queue group break down into the various queue-related measures that provide call counts. From this report, you can see how these measures interrelate and how they contribute to the sum total of all calls (Calls Entered) that entered a queue resource. This report expressly excludes the break down of call interactions that are requeued for consultation and measures that provide queue-related durations.							



## Queue-Virtual Queue Summary Report

CLASS(ES)	MEASURES				DIMENSION(S)
Queue/Virtual Queue	% Calls Abandoned % Calls Transferred Agent ACW Time ASA Avg ACW Time Avg Handle Time Avg Inbound Time		Avg Hold Time Avg Time to Abandon Calls Abandoned Calls Answered Calls Offered Calls Transferred Agent Consult	Consult Time Hold Time Max Time to Abandon Max Time to Answer Talk Time	Queue/VQ
Time					Day
Service Objects					Tenant Name
USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue/VQ Group (queuevqgroup_lov)	Queue/VQ (queuevq_lov)	
REPORT CONSIDERATIONS				SOURCE TABLES	
For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.  One or both of the following configuration options must be set to TRUE : <ul style="list-style-type: none"><li>• populate-acd-queue-facts</li><li>• populate-virtual-queue-facts</li></ul>				AG2_INB_V_QUEUE_[H,D,M] AG2_INB_V_QUEUE_GRP_[H,D,M] GROUP_RESOURCE_RESOURCE_GROUP_COMBINATION	
				CONFIGURATION CONSIDERATIONS gls-enable-acw-busy (ICON) populate-acd-queue-facts populate-interaction-resource-facts populate-interaction-resource-state-facts populate-queue-aggregates populate-virtual-queue-facts q-answer-threshold-voice q-short-abandoned-threshold-voice	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN QVQ-QVQ Group D-M-Q-Y		
DESCRIPTION					
<p>The Main tab of this report provides measures that relate to inbound voice interactions that enter an ACD queue or virtual queue, and that are either abandoned or distributed and handled by any routing target, such as an agent. The Summary tab juxtaposes the number of calls that were answered or abandoned, in chart format, with all of the calls that were offered to the queue over the reporting interval for each queue within the selection criteria. With the exception of <a href="#">Consult</a> and <a href="#">Consult Time</a> measures, counts and durations of inbound calls that were queued for consultation are excluded from measurements. <a href="#">Talk Time</a>, for instance, includes the talk time of pure inbound calls and excludes the talk time that is associated with calls that were queued and distributed for consultation. This report helps contact-center managers and supervisors to assess the performance of configured queues or virtual queues.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17").</p> <p>In the 7.6.1 release, the <a href="#">% Service Level</a> and <a href="#">Handle Time</a> measures were dropped from this report.</p>					





## Speed of Answer Report


CLASS(ES)	MEASURES			DIMENSION(S)
Queue/Virtual Queue	<div>% Calls Answered STI 1 % Calls Answered STI 2 % Calls Answered STI 3 % Calls Answered STI 4 % Calls Answered STI 5 % Calls Answered STI 6 % Calls Answered STI 7 % Calls Answered STI 8 % Calls Answered STI 9 % Calls Answered STI 10</div>			Queue/VQ
Time				Day
Service Objects	<div>Bound 1 Bound 2 Bound 3 Bound 4</div>	<div>Bound 5 Bound 6 Bound 7 Bound 8</div>	<div>Bound 9 Bound 10 Bound 11</div>	<div>Tenant Name TimeRangeKey</div>
USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Queue/VQ Group (queuevqgroup_lov)	Queue/VQ (queuevq_lov)
REPORT CONSIDERATIONS			SOURCE TABLES	
<p>For this report to provide meaningful results, one or more of the <code>init-resp-duration-range-x-thold</code> configuration options must be configured, where <code>x=01–10</code>. If you change the values of these options during a reporting interval, consider manually running the GIM aggregation job, specifying the start of the interval, at the latest, as a job parameter. For more information, refer to the discussion of the Genesys Info Mart Administration Console in the <i>Genesys Info Mart 7.6 Operations Guide</i>.</p>			AG2_INB_V_QUEUE_ANS_[H,D,M] GROUP_ RESOURCE_ RESOURCE_GROUP_COMBINATION TIME_RANGE	
<p>For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.</p>			CONFIGURATION CONSIDERATIONS	
<p>One or both of the following configuration options must be set to TRUE :</p> <ul style="list-style-type: none"><li>• <code>populate-acd-queue-facts</code></li><li>• <code>populate-virtual-queue-facts</code></li></ul>			init-resp-duration-range-01-thold through init-resp-duration-range-10-thold populate-acd-queue-facts populate-interaction-resource-facts populate-queue-aggregates populate-virtual-queue-facts	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		QVQ–QVQ Group D-M-Q-Y	
DESCRIPTION				
<p>The Main tab of this report provides summarized performance information about the delays that are associated with calls that were answered from a specific queue or virtual queue. The Summary tab summarizes this same information—providing both percentages and number of calls that were answered by service time interval—in chart format. The main report shows the number of calls that were answered within each of 10 time buckets and the percentages of calls that were answered in these buckets to the total number of calls that were answered from the queue or virtual queue. The time buckets, which are configured in the Genesys Info Mart application, are shown in the legend above the report in ranges of seconds, which are determined by the configuration of the <code>init-resp-duration-range</code> GIM options.</p>				

## Speed of Answer Report

## SAMPLE MAIN REPORT

REPORT INFO																	
Report Date(s):		7/23/2008 to 7/23/2008															
Queue or VQ Group:		Sales															
Queue or VQ:		ALL															
Tenant:		ACME															
Tenant:		ACME															
Legend																	
STI	STI 1	STI 2	STI 3	STI 4	STI 5	STI 6	STI 7	STI 8	STI 9	STI 10							
Time Range (secs)	From 0 to 5	From 5 to 15	From 15 to 30	From 30 to 45	From 45 to 60	From 60 to 90	From 90 to 120	From 120 to 180	From 180 to 240	From 240 to 300							
Queue/VQ Group	Day	Calls Answered STI										% Calls Answered					
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6
Chinese-Gizmo	2008-07-23	14	10	129	12	0	0	0	0	0	0	8.48%	6.06%	78.18%	7.27%	0.00%	0
Sales	2008-07-23	14	10	129	12	0	0	0	0	0	0	8.48%	6.06%	78.18%	7.27%	0.00%	0
SUB TOTAL:		28	20	258	24	0	0	0	0	0	0	8.48%	6.06%	78.18%	7.27%	0.00%	0
Queue/VQ Group	Day	Calls Answered STI										% Calls Answered					
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6
Chinese-NA	2008-07-23	47	20	159	19	0	0	0	0	0	0	19.18%	8.16%	64.90%	7.76%	0.00%	0
Chinese-Thneed	2008-07-23	47	20	159	19	0	0	0	0	0	0	19.18%	8.16%	64.90%	7.76%	0.00%	0
Sales	2008-07-23	47	20	159	19	0	0	0	0	0	0	19.18%	8.16%	64.90%	7.76%	0.00%	0
SUB TOTAL:		141	60	477	57	0	0	0	0	0	0	19.18%	8.16%	64.90%	7.76%	0.00%	0

This one page of a sample report shows that the bulk of calls for a couple of queue groups were answered within the third service time interval—15 to 30 seconds after they entered the contact center. While it is good that no calls waited more than 45 seconds before being answered (measured by the 0 values in the fifth through tenth service time intervals), the trend of calls that were answered in the first through fourth service time intervals is somewhat disturbing—why is it that it takes agents more than 15 seconds to answer over 65% of all calls?

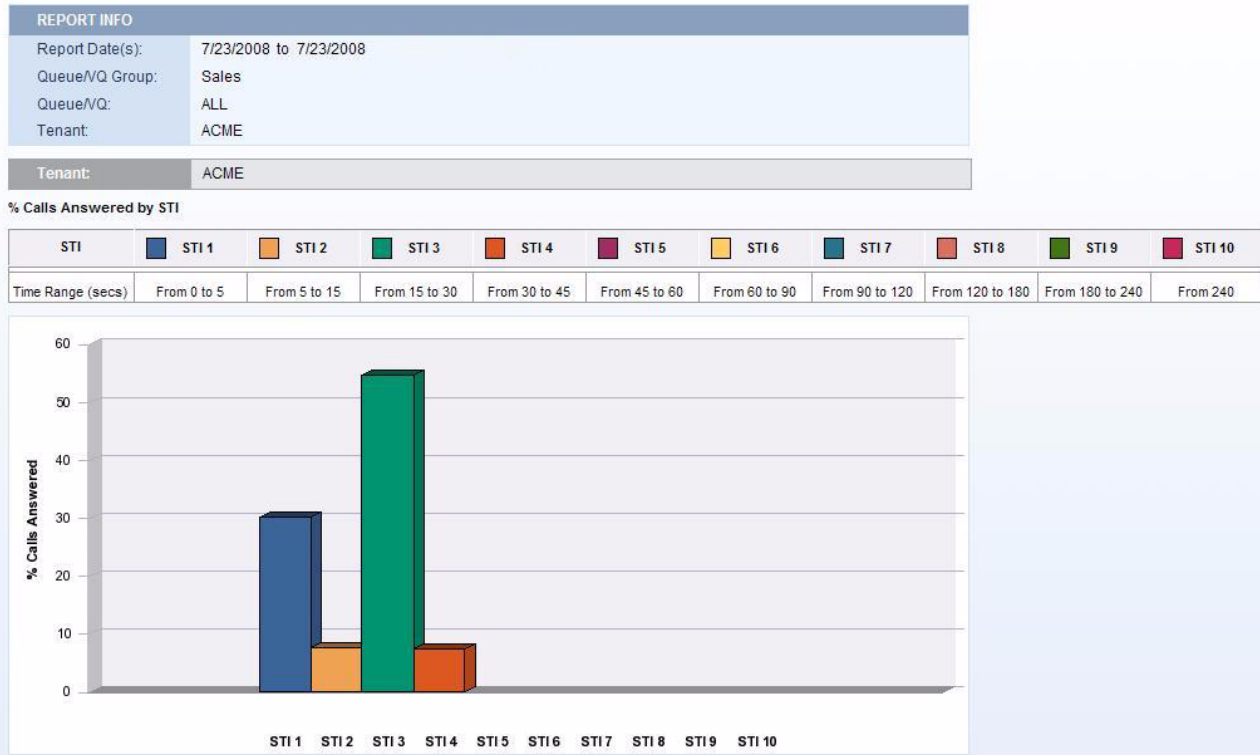
Do you need help interpreting the repeated figures in this report? Note that the original report parameters requested information for all queues that belong to the Sales queue group. (Original parameters are shown in the report header.) Web Intelligence retrieved and displayed the information sectioned by each member queue. (This version of the report is not shown.) Then, the drill-up view, which is shown in the figure, was requested. This is evidenced by the presence of drill-up arrows (  ) in the report's section headers. To meet the request, within each section, Web Intelligence displayed all queue groups to which each queue belonged, along with the queue's results. Because a queue's results are the same, regardless of the queue group to which the queue belongs, multiple lines of identical information are displayed, corresponding to each queue group to which the queue was assigned.

While there are valid reasons for assigning queues to more than one queue group, such a configuration requires careful interpretation of report results. With certain combinations of report parameters, double-counting can result and this might cause reports to return results that exceed all of the activity that occurred within the contact center.



## Speed of Answer Report

### SAMPLE SUMMARY REPORT



Using the same selection criteria that was specified for the main report (see previous page), this sample summary report uses bar charts to illustrate the disturbing trend previously noted—why does the trend reveal an increase from the first service time interval to the third service time interval, instead of the expected decrease? Contact center managers will need to analyze a number of factors to uncover the truth. Have strategies been optimized to route interactions correctly? Are timeouts set appropriately? Is sufficient staff available? One might get the full picture, after analyzing this report together with other queue-based reports.

# Call Volume Reports

## Business Metrics Executive Report

CLASS(ES) Business Attribute  Time  Service Objects	MEASURES % Service Level  Calls Entered with Objective				DIMENSION(S) Business Result Customer Segment Service Type  Day  Tenant Name
USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Customer Segment (customersegment_lov	Business Result (businessresult_lov)	Service Type (servicetype_lov)
REPORT CONSIDERATIONS For this report to provide meaningful results, your environment must configure business results, customer segments, and service types. Each attribute has its own user-defined threshold, which is controlled by the related key-value pairs configured in the attached userdata mapping (by default, ccon_adata_spec_GIM_example.xml).				SOURCE TABLES AG2_INB_V_I_XN_ID_[H,D,M] INTERACTION_DESCRIPTOR	
				CONFIGURATION CONSIDERATIONS populate-interaction-resource-facts populate-ixn-service-type-aggregates q-answer-threshold-voice voice-init-resp-duration	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN D-M-Q-Y		
DESCRIPTION This report consists of three Summary tabs that highlight exceptions to service level by business result, customer segment, and service type for those interactions that have defined a baseline service objective that is greater than zero. This report is targeted to audiences that are outside of the immediate contact center so that they are aware of the performance of the contact center. The Calls Entered with Objective measure is superimposed over each graph to enable report analyzers to gauge service level within the perspective of the total number of calls that are offered to resources by day over the reporting interval. The charts are slightly different from those that are presented in the Summary tabs of the Call Volume Business Result, Call Volume Customer Segment, and Call Volume Service Type reports that provide service level by business attribute instead of by time.					



## Call Volume Business Result Report

CLASS(ES)	MEASURES			DIMENSION(S)
Business Attribute	% Calls Abandoned	Avg Handle Time	Calls Entered with Objective	Business Result
	% Calls Answered	Avg Hold Time	Calls Transferred Agent	
	% Calls Transferred Agent	Avg Talk Time	Max Time to Abandon	
	% Service Level	Avg Time to Abandon	Max Time to Answer	
	ASA	Calls Abandoned		
	Avg ACW Time	Calls Answered		
Time				Day
Service Objects				Tenant Name
USER PROMPTS				
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Business Result (businessresult_lov)	
REPORT CONSIDERATIONS			SOURCE TABLES	
For this report to provide meaningful results, your environment must configure business results. Each business result has its own user-defined threshold, which is controlled by the business result-related key-value pairs configured in the attached userdata mapping (by default, ccon_adata_spec_GIM_example.xml).  <b>Note:</b> In practice, Business Results are typically attached to an interaction <i>after</i> the interaction has ended. The GIM Server cannot support this scenario for Genesys Info Mart releases prior to 7.6.004.			AG2_INB_V_I_XN_ID_[H,D,M]	
			INTERACTION_DESCRIPTOR	
			CONFIGURATION CONSIDERATIONS	
			extract-user-event-data	
			populate-interaction-resource-facts	
			populate-ixn-service-type-aggregates	
			q-answer-threshold-voice	
			user-event-data	
			user-event-data-timeout	
			voice-init-resp-duration	
INTRODUCED IN 7.6.1	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN D-M-Q-Y		
DESCRIPTION				
<p>The Main tab of this report summarizes how interactions that enter the contact center are categorized into the business-result attributes that are configured in your environment. The Summary tab focuses on percentages of service level, highlighting the exceptions by business result for those interactions that have defined a baseline service objective that is greater than zero. The <b>Calls Entered with Objective</b> measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of calls that are offered to resources by day over the reporting interval.</p> <p>This report is not restricted to voice-only interactions. If the business-result classification changes during an interaction, GIM attributes the business result that is in effect when call handling ends to the business result that is attached to the interaction. More accurately, the business result that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated business result is attached to the interaction.</p> <p>Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, <b>% Calls Abandoned</b> could signify either that no inbound calls of this business result were abandoned, or that no inbound calls of this business result entered the contact center at all.</p> <p>All of the measures in this report are disposition measures, which means that call total counts are attributed to the interval in which the interaction arrives, and only when interaction processing is complete.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17").</p> <p>In the 7.6.2 release, the <b>Calls Entered with Objective</b> measure replaces the <b>Calls Offered</b> measure.</p>				

## Call Volume Customer Segment Report

CLASS(ES) Business Attribute   Time  Service Objects	MEASURES % Calls Abandoned % Calls Answered % Calls Transferred Agent % Service Level ASA Avg ACW Time  Avg Handle Time Avg Hold Time Avg Talk Time Avg Time to Abandon Calls Abandoned Calls Answered  Calls Entered with Objective Calls Transferred Agent Max Time to Abandon Max Time to Answer			DIMENSION(S) Customer Segment   Day  Tenant Name
USER PROMPTS Pre-set Date Filter (daterange_lov)      Start Date N/A      End Date N/A      Customer Segment (customersegment_lov)				
REPORT CONSIDERATIONS For this report to provide meaningful results, your environment must configure customer segments. Each customer segment has its own user-defined threshold, which is controlled by the customer segment-related key-value pairs configured in the attached userdata mapping (ccon_adata_spec_GIM_example.xml by default).			SOURCE TABLES AG2_INB_V_I_XN_ID_[H,D,M] INTERACTION_DESCRIPTOR	
			CONFIGURATION CONSIDERATIONS extract-user-event-data populate-interaction-resource-facts populate-ixn-service-type-aggregates q-answer-threshold-voice user-event-data user-event-data-timeout voice-init-resp-duration	
INTRODUCED IN 7.6.1	DISCONTINUED IN N/A		DRILL UP / DRILL DOWN D-M-Q-Y	
DESCRIPTION The Main tab of this report summarizes how interactions that enter the contact center are categorized into the customer-segment attributes that are configured in your environment. The Summary tab focuses on percentages of service level, highlighting the exceptions by customer segment for those interactions that have defined a baseline service objective that is greater than zero. The Calls Entered with Objective measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of calls that are offered to resources by day over the reporting interval.  This report is not restricted to voice-only interactions. If the customer-segment classification changes during an interaction, GIM attributes the customer segment that is in effect when call handling ends to the customer segment that is attached to the interaction. More accurately, the customer segment that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated customer segment is attached to the interaction.  Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, % Calls Abandoned could signify either that no inbound calls of this customer segment were abandoned, or that no inbound calls of this customer segment entered the contact center at all.  All of the measures in this report are disposition measures, which means that total counts and durations are attributed to the interval in which the interaction arrives and only when interaction processing is complete.  Printing the main tab of this report requires tabloid-size paper (11 x 17").  In the 7.6.2 release, the Calls Entered with Objective measure replaces the Calls Offered measure.				



## Call Volume Service Subtype Report

CLASS(ES)	MEASURES				DIMENSION(S)
Business Attribute	% Calls Abandoned	Avg Handle Time	Calls Entered with Objective	Service Subtype	
	% Calls Answered	Avg Hold Time	Calls Transferred Agent		
	% Calls Transferred Agent	Avg Talk Time	Max Time to Abandon		
	% Service Level	Avg Time to Abandon	Max Time to Answer		
	ASA	Calls Abandoned			
	Avg ACW Time	Calls Answered			
Time				Day	
Service Objects				Tenant Name	
USER PROMPTS					
Pre-set Date Filter (daterange_lov)	Start Date N/A	End Date N/A	Service Type (servicetype_lov)	Service Subtype (servicesubtype_lov)	
REPORT CONSIDERATIONS			SOURCE TABLES		
For this report to provide meaningful results, your environment must configure service types and service subtypes Each service type and subtype has its own user-defined threshold, which is controlled by the service-related key-value pairs configured in the attached user-data mapping (ccon_adata_spec_GIM_example.xml, by default).			AG2_INB_V_I_XN_ID_[H,D,M]		
			INTERACTION_DESCRIPTOR		
INTRODUCED IN 7.6.0			CONFIGURATION CONSIDERATIONS		
DISCONTINUED IN N/A			populate-interaction-resource-facts		
DRILL UP / DRILL DOWN D-M-Q-Y SubType-SvcType			populate-ixn-service-type-aggregates		
			voice-init-resp-duration		
DESCRIPTION					
<p>The Main tab of this report summarizes how inbound voice interactions that enter the contact center are categorized into the service type and service subtype business attributes that are configured in your environment. The Summary tab focuses on percentages of service level, highlighting the exceptions by service subtype for those interactions that have defined a baseline service objective that is greater than zero. The <b>Calls Entered with Objective</b> measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of calls that are offered to resources by day over the reporting interval.</p> <p>This report is not restricted to voice-only interactions. If the service type/service subtype classification changes during a call, GIM attributes the service type/service subtype that is in effect when call handling ends to the service type/subtype that is attached to the interaction. More accurately, the service type/service subtype that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated service type/subtype is attached.</p> <p>This report uses the same measures as the Call Volume Service Type report. The measures are dimensioned by service subtype, instead of by service type. Drilling up from service subtype to service type provides the same results for the same time period as the Call Volume Service Type report. Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, <b>% Calls Abandoned</b> could signify either that no inbound calls of this service subtype were abandoned or that no inbound calls of this service subtype entered the contact center at all.</p> <p>All of the measures in this report are disposition measures, which means that total counts and durations are attributed to the interval in which the interaction arrives and only when interaction processing is complete.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17").</p>					

## Call Volume Service Subtype Report

In the 7.6.1 release, the following measures were dropped from this report:

- ACW
- ACW Time
- Calls Entered
- Calls Answered Agent
- Handle Time
- Hold
- Hold Time
- Talk Time
- Time to Abandon
- Time to Answer

In the 7.6.2 release, the [Calls Entered with Objective](#) measure replaced the [Calls Offered](#) measure.



## Call Volume Service Type Report

CLASS(ES)	MEASURES			DIMENSION(S)
Business Attribute	% Calls Abandoned	Avg Handle Time	Calls Entered with Objective	Service Type
	% Calls Answered	Avg Hold Time	Calls Transferred Agent	
	% Calls Transferred Agent	Avg Talk Time	Max Time to Abandon	
	% Service Level	Avg Time to Abandon	Max Time to Answer	
	ASA	Calls Abandoned		
	Avg ACW Time	Calls Answered		
Time				Day
Service Objects				Tenant Name
USER PROMPTS				
Pre-set Date Filter ( <a href="#">daterange_lov</a> )	Start Date N/A	End Date N/A	Service Type ( <a href="#">servicetype_lov</a> )	Service Subtype ( <a href="#">servicesubtype_lov</a> )
REPORT CONSIDERATIONS			SOURCE TABLES	
For this report to provide meaningful results, your environment must configure service types. Each service type has its own user-defined threshold, which is controlled by the service-related key-value pairs that are configured in the attached userdata mapping (by default, <code>ccon_adata_spec_GIM_example.xml</code> ).			AG2_INB_V_I_XN_ID_[H,D,M]	
			INTERACTION_DESCRIPTOR	
			CONFIGURATION CONSIDERATIONS	
			populate-interaction-resource-facts	
			populate-ixn-service-type-aggregates	
			q-answer-threshold-voice	
			voice-init-resp-duration	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	DRILL UP / DRILL DOWN D-M-Q-Y		
DESCRIPTION				
<p>The Main tab of this report summarizes how interactions that enter the contact center are categorized into the service type attributes that are configured in your environment. The Summary tab focuses on percentages of service level, highlighting the exceptions by service type for those interactions that have defined a baseline service objective that is greater than zero. The <a href="#">Calls Entered with Objective</a> measure is superimposed over the summary graph to enable report analyzers to gauge service level within the perspective of the total number of calls that are offered to resources by day over the reporting interval.</p> <p>This report is not restricted to voice-only interactions. If the service type classification changes during a call, GIM attributes the service type that is in effect when call handling ends to the service type that is attached to the interaction. More accurately, the service type that is associated with the interaction at the end of the segment with the first handling resource is attached to the interaction. If the interaction does not reach a handling resource, the last associated service type is attached.</p> <p>This report uses the same measures as the Call Volume Service Subtype report. The measures are dimensioned by service type instead of by service subtype. Drilling down from service type to service subtype provides the same results for the same time period as the Call Volume Service Subtype report. Percentages that yield 0 (zero) values indicate either 0 duration or 0 count. So, for example, <a href="#">% Calls Abandoned</a> could signify either that no inbound calls of this service type were abandoned or that no inbound calls of this service type entered the contact center at all.</p> <p>All of the measures in this report are disposition measures, which means that call total counts and durations are attributed to the interval in which the interaction arrives, and only when interaction processing is complete.</p> <p>Printing the main tab of this report requires tabloid-size paper (11 x 17").</p> <p>In the 7.6.1 release, the following measures were dropped from this report:</p> <ul style="list-style-type: none"><li>• <a href="#">ACW</a></li><li>• <a href="#">ACW Time</a></li><li>• <a href="#">Calls Entered</a></li><li>• <a href="#">Calls Answered Agent</a></li><li>• <a href="#">Handle Time</a></li><li>• <a href="#">Hold</a></li><li>• <a href="#">Hold Time</a></li><li>• <a href="#">Talk Time</a></li><li>• <a href="#">Time to Abandon</a></li><li>• <a href="#">Time to Answer</a></li></ul> <p>In the 7.6.2 release, the <a href="#">Calls Entered with Objective</a> measure replaced the <a href="#">Calls Offered</a> measure.</p>				

# Interaction Detail Reports

## Interaction Flow Report

<div>CLASS(ES)</div> <div>Flow</div> <div>Service Objects</div>	<div>MEASURES</div> <div>Duration</div>	<div>DIMENSION(S)</div> <div>Agent/Queue Order</div> <div>Customer ID</div> <div>Segment ID</div> <div>Source</div> <div>• Source Type</div> <div>Tenant Name</div>	<div>Interaction ID</div> <div>• End Timestamp</div> <div>• Interaction Type</div> <div>• Start Timestamp</div> <div>Target</div> <div>• Target Type</div>	<div>Technical Result</div> <div>• Technical Result Reason</div> <div>• Technical Result Resource Role</div> <div>• Technical Result Role Reason</div>
<div>USER PROMPTS</div> <div><div>Pre-set Day Filter (daydaterange_lov)</div><div>Start/End Time N/A</div><div>Start/End Time N/A</div></div> <div><div>Target Queue/VQ (queuevq_lov)</div><div>Target Agent (agentname_lov)</div></div> <div><div>Interaction ID N/A</div><div>Interaction ID (interactiontype_lov)</div></div> <div><div>Customer ID ANI</div><div>Customer ID DNIS</div></div>				
<div>REPORT CONSIDERATIONS</div> <div>Because of the volume of data that this report could potentially generate, it is recommended that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is returned.</div> <div>The <a href="#">Interaction Handling Attempt Report</a> opens this report when a particular ID is selected from the Interaction ID column. To run this report as a stand alone, either provide a valid Interaction ID (or range of IDs separated by semi-colons [;]) in the user prompt area or use the default value, 0, which returns all interactions that satisfy the report's other conditions.</div> <div>Differently from prompt behavior in all other reports, the selections that you make at the Target Agent and Target Queue/VQ prompts are interdependent. Also, the time component of the Start and End Time prompts is active. Read more about prompts in the <i>Genesys Interactive Insights 7.6 User's Guide</i>.</div> <div>For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.</div>			<div>SOURCE TABLES</div> <div>INTERACTION_FACT</div> <div>INTERACTION_RESOURCE_FACT</div> <div>INTERACTION_TYPE</div> <div>MEDIATION_SEGMENT_FACT</div> <div>RESOURCE_</div> <div>TECHNICAL_DESCRIPTOR</div> <div>CONFIGURATION CONSIDERATIONS</div> <div>default-ivr-to-self-service</div> <div>populate-acd-queue-facts</div> <div>populate-interaction-resource-facts</div> <div>populate-virtual-queue-facts</div>	
<div>INTRODUCED IN</div> <div>7.6.2</div>	<div>DISCONTINUED IN</div> <div>N/A</div>	<div>DRILL UP / DRILL DOWN</div> <div>None</div>		

## Interaction Flow Report

### DESCRIPTION

This report provides a tactical tool for managing customer relationships, enabling contact-center managers to analyze and understand what took place with regard to an interaction from the customer's perspective. The Main tab of this report traces a voice interaction as it passes through various contact-center resources—showing each target that the interaction reached, how the interaction was processed at that target (for example, Abandoned, Completed, Diverted, or Transferred), and how long the processing took there, as well as general details about the interaction. The Summary tab shows an abbreviated version of each interaction's life and provides the technical result at each source and target, as well as the duration there.

The targets are network and handling resources—contact-center agents, self-service IVR ports, queues, and virtual queues. This report does not expose whether voice-specific facts were used while the interaction was being processed, such as whether treatments were applied or speech recognition was used; nor does this report capture changes in user data or agent states.

This report might also be useful for validating the results of some of the aggregated reports.

Printing this report requires tabloid-size paper (11 x 17").

## Interaction Handling Attempt Report

CLASS(ES)	MEASURES	DIMENSION(S)		
Handling Attempt	Conference Initiated Time Conference Received Time Customer ACW Time Customer Dial Time Customer Handle Time Customer Hold Time Customer Ring Time Customer Talk Time Queue Time Response Time Routing Point Time Total Duration	Business Result Customer ID Customer Segment Handling Resource • Handling Resource Type Last IVR Last Queue Resource State	Interaction ID • ANI • DNIS • Handling Attempt End • Handling Attempt Start • Interaction Handling Attempt ID • Interaction Type Routing Target Routing Target Selected	Routing Target Type Service Subtype Service Type Technical Result • Technical Result Reason • Technical Result Resource Role • Technical Result Role Reason
Service Objects		Tenant Name		
USER PROMPTS				
Pre-set Day Filter (daydaterange_lov)	Target Agent (agentname_lov)	Business Result (businessresult_lov)	Service Type (servicetype_lov)	Customer ID
Start/End Time	Target Agent Group (agentgroup_lov)	Customer Segment (customersegment_lov)	Service Subtype (servicesubtype_lov)	Interaction ID
N/A	Last Queue (queuevq_lov)			ANI
				DNIS

## Interaction Handling Attempt Report

<div>REPORT CONSIDERATIONS</div> <p>Because of the volume of data that this report could potentially generate, it is recommended that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is retrieved.</p> <p>Differently from prompt behavior in all other reports, the time component of the Start and End Time prompts is active. Read more about prompts in the <i>Genesys Interactive Insights 7.6 User's Guide</i>.</p> <p>For multiple-switch environments that share the same queue names across switches, refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> to learn how to customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.</p>			<div>SOURCE TABLES</div> <div>GROUP_ INTERACTION_DESCRIPTOR INTERACTION_FACT INTERACTION_TYPE INTERACTION_RESOURCE_FACT RESOURCE_ RESOURCE_GROUP_COMBINATION ROUTING_TARGET VOICE_RES_FACT_EXT</div>		
<div>INTRODUCED IN</div> <div>7.6.2</div>			<div>DISCONTINUED IN</div> <div>N/A</div>		
<div>DRILL UP / DRILL DOWN</div> <div>None Hyperlink to the Interaction Flow report</div>			<div>CONFIGURATION CONSIDERATIONS</div> <div>default-ivr-to-self-service populate-acd-queue-facts populate-interaction-resource-facts populate-virtual-queue-facts</div>		
<div>DESCRIPTION</div> <p>This report summarizes segment-related details with regard to an agent's handling of voice-based, contact-center interactions that are stored in the Info Mart INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT tables, providing both the time that was required to distribute the interaction to the agent and data about the agent's contiguous participation in the interaction. This report provides data for all interaction types and excludes voice-specific facts that might be associated with the interaction, such as whether treatments were applied while the customer was waiting to be connected to the agent.</p> <p><b>Note:</b> Refer to the <i>Genesys Interactive Insights 7.6 User's Guide</i> for instructions on how to tailor this report to include attached data.</p> <p>The “customer” in the CUSTOMER measures is the initiator of the interaction, and might not explicitly be a customer who is external to the contact center. For example, the customer of an internal interaction is the initiating agent.</p> <p>You can obtain additional information about a particular interaction by clicking its ID. This hyperlink passes the value that you click and opens the <a href="#">Interaction Flow Report</a> in a new browser window where you can view (among other information) the target and technical result of each interaction segment for that ID.</p> <p>Printing this report requires tabloid-size paper (11 x 17”).</p>					





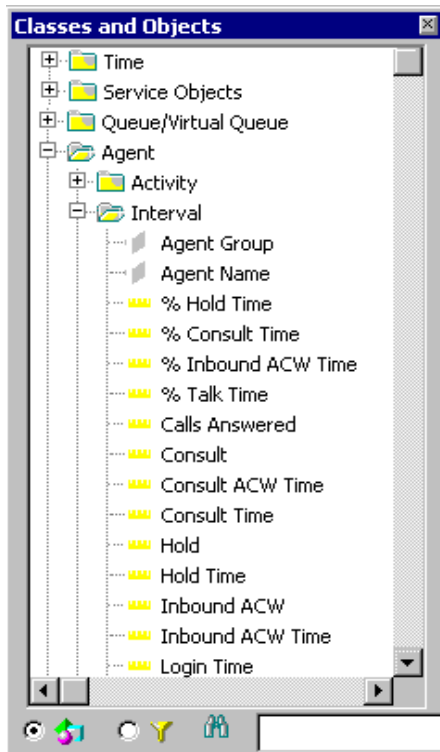
## Chapter

# 2 Interactive Insights Classes

This chapter describes the content of Genesys Interactive Insights classes. It contains the following sections:

- [List of Classes, page 62](#)
- [Description of Form Labels, page 62](#)
- [The Classes, page 63](#)

Within the realm of BusinessObjects Enterprise (BOE), a *class* is a container of objects. The class object appears in the Universe Designer interface as an open (  ) or closed (  ) folder in the Classes and Objects panel (see [Figure 4](#)).



The design of the Interactive Insights universe extends the definition of a class in that all members of a class share one or more common attributes. For example, all members of the Business Attribute class enable the measurement, organization, and filtering of Info Mart data, based on the business attribute associated with interactions.

Class contents can include any combination of dimensions, measures, details, conditions (also known as filters), and subclasses. As they relate to Interactive Insights, these objects are described in [chapters 3 through 6](#). Other types of BOE objects, such as lists of values, are also assigned to a particular class, although these objects are not visible in the Classes and Objects panel.

[Figure 4](#) shows some of the dimensions and measures of the Interval class, as they appear within the Business Objects Universe Designer interface. Both this class and the Activity class contain a measure named Hold. However, the two are not the same; one is an interval-based measure, and the other is a disposition-based measure. (The difference between these measure types is described in the *Genesys Interactive Insights 7.6 User's Guide*.) The names of class members include the class to which they belong, so that the two Hold measures are distinguished from each other as Interval/Hold and Activity/Hold. The names of class members are unique within a class.

**Figure 4: Classes and Objects Panel**

## List of Classes

This release of Interactive Insights sorts universe objects into the following classes and subclasses:

- [Activity](#)
- [Agent](#)
- [Business Attribute](#)
- [Flow](#)
- [Handling Attempt](#)
- [Interaction Detail](#)
- [Interval](#)
- [Login Detail](#)
- [Queue/Virtual Queue](#)
- [Reason](#)
- [Service Objects](#)
- [State](#)
- [State Detail](#)
- [Time](#)

This chapter describes each of these classes. For a general discussion of classes and other universe elements, refer to the “Building Universes” chapter in the Business Objects *Universe Designer* guide.

In the 7.6.1 release of Interactive Insights, some classes from the original 7.6 release were renamed and some new classes and subclasses were created to provide better organization of the universe. As a result, the following classes, which were used in the initial release, have been discontinued and are no longer described in this document:

- Agent Activity
- Agent State
- Service Type
- Agent Interval
- Agent State Detail

In the 7.6.2 release, the `Universe service` class was renamed as [Service Objects](#).

## Description of Form Labels

In the forms that follow, you can click the name of any member of the class to jump to other parts of this document that provide more detailed information about the member.

<b>Form Title</b>	Displays the name of the Interactive Insights class.
<b>Dimension Member(s)</b>	Lists the dimensions that belong to the class.
<b>Condition Member(s)</b>	Lists the conditions (filters) that belong to the class.
<b>Measure Member(s)</b>	Lists the measures that belong to the class. Hidden measures, which appear in italic font in the <code>Classes</code> and <code>Objects</code> pane of Designer, are excluded in the forms.
<b>Used In</b>	Lists the Interactive Insights reports that use members of the class.
<b>Detail Member(s)</b>	Lists the detail dimensions that belong to the class.
<b>Introduced In</b>	Lists the release in which the class was first introduced.
<b>Discontinued In</b>	Identifies the first, generally available release in which the class is no longer available.

**Description** Describes the common attributes that are shared by all class members.

Although Genesys' extended definition of a class restricts class membership to a common grouping of attributes, the Universe Designer application does not enforce this property; one could add measures and dimensions that have any definition to an Interactive Insights class.

## The Classes

### Activity

DIMENSION MEMBER(S)			CONDITION(S)
Agent Group Agent Name Business Result	Customer Segment Queue/VQ Queue/VQ Group	Service Subtype Service Type	
MEASURE MEMBER(S)			USED IN
% Calls Transferred ACW ACW Time Avg ACW Time Avg Consult Time Avg Handle Time Avg Hold Time Avg Talk Time	Calls Abandoned Ringing Calls Conference Initiated Calls Conference Received Calls Inbound Calls RONA Calls Short Talk Calls Transferred Consult	Consult ACW Time Consult Time Handle Time Hold Hold Time Ring Time Talk Time	
			Agent Conduct Report  Agent Group Business Result Report  Agent Group Customer Segment Report  Agent Group Inbound Call Handling Report  Agent Group Service Type Report  Agent Inbound Call Handling VQ Report  Agent Inbound Utilization Report
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data based on the call-related activities that are conducted by active agents at their DNs. Counts and duration measures are attributed to the reporting interval in which inbound calls are offered to the agent.		
DISCONTINUED IN N/A			

## Agent

DIMENSION MEMBER(S) See description.		CONDITION(S) See description.
MEASURE MEMBER(S) See description.		USED IN See description.
INTRODUCED IN 7.6.1	DESCRIPTION This is a container class for agent-related subclasses and their components. Refer to the descriptions of the following subclasses for more information: <ul style="list-style-type: none"> <li>• <a href="#">Activity</a></li> <li>• <a href="#">Login Detail</a></li> <li>• <a href="#">State</a></li> <li>• <a href="#">Interval</a></li> <li>• <a href="#">Reason</a></li> <li>• <a href="#">State Detail</a></li> </ul>	
DISCONTINUED IN N/A		

## Business Attribute

DIMENSION MEMBER(S) <a href="#">Business Result</a> <a href="#">Customer Segment</a> <a href="#">Service Subtype</a> <a href="#">Service Type</a>		CONDITION(S) <a href="#">Business Result</a> <a href="#">Customer Segment</a> <a href="#">Service Subtype</a> <a href="#">Service Type</a>
MEASURE MEMBER(S) <a href="#">% Calls Abandoned</a> <a href="#">% Calls Answered</a> <a href="#">% Calls Transferred Agent</a> <a href="#">% Service Level</a> <a href="#">ACW</a> <a href="#">ACW Time</a> <a href="#">ASA</a> <a href="#">Avg ACW Time</a> <a href="#">Avg Consult Time</a> <a href="#">Avg Handle Time</a> <a href="#">Avg Hold Time</a>		USED IN <a href="#">Business Metrics Executive Report</a> <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Subtype Report</a> <a href="#">Call Volume Service Type Report</a>
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data, based on the business attributes that are associated with interactions. Counts and duration measures are attributed to the reporting interval in which inbound calls entered the contact center.	
DISCONTINUED IN N/A		



## Flow

<div>DIMENSION MEMBER(S)</div> <div>Agent/Queue Order</div> <div>Connection ID</div> <div><div>• ANI</div><div>• DNIS</div><div>• GUID</div><div>• Root ID</div></div> <div>Segment ID</div> <div>Source</div> <div><div>• Source Type</div></div>		<div>Customer ID</div> <div>Interaction ID</div> <div><div>• End Timestamp</div><div>• Interaction Subtype</div><div>• Interaction Type</div><div>• Media Type</div><div>• Start Timestamp</div></div>	<div>Target</div> <div><div>• Target Type</div></div> <div>Technical Result</div> <div><div>• Technical Result Reason</div><div>• Technical Result Resource Role</div><div>• Technical Result Role Reason</div></div>	<div>CONDITION(S)</div> <div>None</div>
<div>MEASURE MEMBER(S)</div> <div>Duration</div>		<div>USED IN</div> <div>Interaction Flow Report</div>		
<div>INTRODUCED IN</div> <div>7.6.2</div>	<div>DESCRIPTION</div> <div>All members of this class enable the measurement, organization, and filtering of Info Mart data based on callflow details of voice interactions that are stored mostly in the INTERACTION_FACT, INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT Info Mart tables.</div>			
<div>DISCONTINUED IN</div> <div>N/A</div>				

## Handling Attempt

DIMENSION MEMBER(S) <b>Connection ID</b> <ul style="list-style-type: none"> <li>• ANI</li> <li>• DNIS</li> <li>• GUID</li> <li>• Root ID</li> </ul>		<b>Interaction ID (continued)</b> <ul style="list-style-type: none"> <li>• Skill Combination Requested</li> </ul>	<b>Technical Result</b> <ul style="list-style-type: none"> <li>• Technical Result Reason</li> <li>• Technical Result Resource Role</li> <li>• Technical Result Role Reason</li> </ul>	CONDITION(S) <b>Agent (Target)</b> <b>Agent Group Combination (Target)</b> <b>Interaction ID</b> <b>Queue or VQ</b>
<b>Customer ID</b> <b>Handling Resource</b> <ul style="list-style-type: none"> <li>• Handling Resource Type</li> </ul>		<b>Last IVR</b> <b>Last Queue</b> <b>Resource State</b> <b>Routing Target</b> <b>Routing Target Selected</b> <b>Routing Target Type</b>	<b>User Data Detail 1</b> <b>User Data Dim 1</b>	USED IN <b>Interaction Handling Attempt Report</b>
<b>Interaction ID</b> <ul style="list-style-type: none"> <li>• Handling Attempt End</li> <li>• Handling Attempt Start</li> <li>• Interaction Handling Attempt ID</li> <li>• Interaction Type</li> <li>• Media Type</li> </ul>		<b>Source</b> <ul style="list-style-type: none"> <li>• Source Type</li> </ul>		
<b>Strategy Name</b> <ul style="list-style-type: none"> <li>• Strategy Outcome</li> <li>• Strategy Result</li> <li>• Strategy Result Reason</li> <li>• Strategy Type</li> </ul>				
MEASURE MEMBER(S) <b>Conference Initiated Time</b> <b>Conference Received Time</b> <b>Customer ACW Time</b> <b>Customer Dial Time</b> <b>Customer Handle Time</b>		<b>Customer Hold Time</b> <b>Customer Ring Time</b> <b>Customer Talk Time</b> <b>Queue Time</b> <b>Response Time</b>	<b>Routing Point Time</b> <b>Skill Matched</b> <b>Skill Requested</b> <b>Total Duration</b>	
INTRODUCED IN 7.6.2	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data based on the details of voice interactions that are stored mostly in the INTERACTION_RESOURCE_FACT and VOICE_RES_FACT_EXT Info Mart tables.			
DISCONTINUED IN N/A				

## Interaction Detail

DIMENSION MEMBER(S) See description.		CONDITION(S) See description.
MEASURE MEMBER(S) See description.		USED IN See description.
INTRODUCED IN 7.6.2	DESCRIPTION This is a container class for low-level interaction details. Refer to the descriptions of the following subclasses for more information: <ul style="list-style-type: none"> <li>• <a href="#">Flow</a></li> <li>• <a href="#">Handling Attempt</a></li> </ul>	
DISCONTINUED IN N/A		

## Interval

DIMENSION MEMBER(S) <a href="#">Agent Group</a> <a href="#">Agent Name</a>		CONDITION(S) <a href="#">Agent-Interval Group Combination</a>
MEASURE MEMBER(S) <a href="#">% Consult Time</a> <a href="#">Consult</a> <a href="#">Inbound ACW</a> <a href="#">% Hold Time</a> <a href="#">Consult ACW Time</a> <a href="#">Inbound ACW Time</a> <a href="#">% Inbound ACW Time</a> <a href="#">Consult Time</a> <a href="#">Login Time</a> <a href="#">% Talk Time</a> <a href="#">Hold</a> <a href="#">Talk Time</a> <a href="#">Calls Answered</a> <a href="#">Hold Time</a>		USED IN <a href="#">Agent Inbound Utilization Report</a>  <a href="#">Agent Interval Based Report</a>
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data, based on the specific interval in which inbound interactions occur at agent DNs. Measures are attributed to each reporting interval in which agents handle the calls and durations are clipped at interval boundaries.	
DISCONTINUED IN N/A		

## Login Detail

DIMENSION MEMBER(S) <a href="#">Agent Group</a> <a href="#">Login Timestamp</a> <a href="#">Agent Name</a> <a href="#">Logout Timestamp</a>		CONDITION(S) None
MEASURE MEMBER(S) <a href="#">Login Time Detail</a>		USED IN <a href="#">Daily Agent Login-Logout Report</a>  <a href="#">Daily Agent State Detail Report</a>
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement and organization of detailed data that is related to agent sessions.	
DISCONTINUED IN N/A		

## Queue/Virtual Queue

DIMENSION MEMBER(S)		CONDITION(S)
Queue/VQ	Queue/VQ Group	Queue Group Combination Queue Group Combination ABN Queue Group Combination ANS Queue Group or VQ Group Queue or VQ
MEASURE MEMBER(S)		USED IN
% Calls Abandoned	ACW Time	Calls Answered STI 7
% Calls Abandoned Ringing	ASA	Calls Answered STI 8
% Calls Abandoned STI 1	Avg ACW Time	Calls Answered STI 9
% Calls Abandoned STI 2	Avg Handle Time	Calls Answered STI 10
% Calls Abandoned STI 3	Avg Hold Time	Calls Distributed
% Calls Abandoned STI 4	Avg Inbound Time	Calls Diverted
% Calls Abandoned STI 5	Avg Time to Abandon	Calls Entered
% Calls Abandoned STI 6	Calls Abandoned	Calls Offered
% Calls Abandoned STI 7	Calls Abandoned Ringing	Calls RONA
% Calls Abandoned STI 8	Calls Abandoned STI 1	Calls Routed Other
% Calls Abandoned STI 9	Calls Abandoned STI 2	Calls Short Abandoned
% Calls Abandoned STI 10	Calls Abandoned STI 3	Calls Standard Abandoned
% Calls Answered	Calls Abandoned STI 4	Calls Transferred Agent
% Calls Answered Agent	Calls Abandoned STI 5	Consult
% Calls Answered STI 1	Calls Abandoned STI 6	Consult ACW Time
% Calls Answered STI 2	Calls Abandoned STI 7	Consult Time
% Calls Answered STI 3	Calls Abandoned STI 8	Handle Time
% Calls Answered STI 4	Calls Abandoned STI 9	Hold
% Calls Answered STI 5	Calls Abandoned STI 10	Hold Time
% Calls Answered STI 6	Calls Answered	Max Time to Abandon
% Calls Answered STI 7	Calls Answered Agent	Max Time to Answer
% Calls Answered STI 8	Calls Answered in Threshold	Max Time to Non-Short
% Calls Answered STI 9	Calls Answered Others	Abandon
% Calls Answered STI 10	Calls Answered STI 1	Standard Abandoned Time
% Calls Distributed	Calls Answered STI 2	Talk Time
% Calls Short Abandoned	Calls Answered STI 3	Time to Abandon
% Calls Transferred Agent	Calls Answered STI 4	Wait Time to Answer
% Service Level	Calls Answered STI 5	
ACW	Calls Answered STI 6	
INTRODUCED IN 7.6.0	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data, based on the ACD or virtual queue(s) through which inbound interactions pass. Counts and duration measures are attributed to the reporting interval in which inbound calls entered the queue—even for agent-related measures.  <b>Note:</b> Several measures that were previously available in this class were consolidated in the 7.6.1 release.	
DISCONTINUED IN N/A		

## Reason

DIMENSION MEMBER(S) <a href="#">Agent Group</a> <a href="#">Agent Name</a> <a href="#">Reason Code</a> • Reason Type Code <a href="#">State Name</a> • State Type Code			CONDITION(S) <a href="#">Agent State Group</a> <a href="#">Combination Rsn</a> <a href="#">Reason Code Type</a>
MEASURE MEMBER(S) <a href="#">% Not Ready Reason Time</a> <a href="#">% Not Ready Time Rsn</a> <a href="#">Login Time Rsn</a> <a href="#">Not Ready Reason Count</a> <a href="#">Not Ready Reason Time</a> <a href="#">Not Ready Time Rsn</a>			USED IN <a href="#">Agent Not Ready</a> <a href="#">Reason Code Report</a>
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data that is related to the status of DN's that are associated with active agents, where the status can be attributed to a specific hardware or software reason. Measures are attributed to each reporting interval in which DN status occurs, and durations are clipped at interval boundaries.		
DISCONTINUED IN N/A			

## Service Objects

DIMENSION MEMBER(S) <a href="#">Tenant Name</a> <a href="#">TimeRangeKey</a>			CONDITION(S) <a href="#">Tenant</a>
MEASURE MEMBER(S) <a href="#">Bound 1</a> <a href="#">Bound 2</a> <a href="#">Bound 3</a> <a href="#">Bound 4</a> <a href="#">Bound 5</a> <a href="#">Bound 6</a> <a href="#">Bound 7</a> <a href="#">Bound 8</a> <a href="#">Bound 9</a> <a href="#">Bound 10</a> <a href="#">Bound 11</a>			USED IN The <a href="#">TimeRangeKey</a> and <a href="#">Tenant Name</a> dimensions and the <a href="#">Tenant</a> condition are used by all reports; the <a href="#">Bound</a> measures are used by the <a href="#">Abandon Delay Report</a> and the <a href="#">Speed of Answer Report</a> .
INTRODUCED IN 7.6.0	DESCRIPTION All members of this class enable the gathering of Info Mart parameters for the purpose of servicing Interactive Insights reports.  <b>Note:</b> Prior to the 7.6.2 release, this class was named <code>Universe service class</code> .		
DISCONTINUED IN N/A			

## State

DIMENSION MEMBER(S) <a href="#">Agent Group</a> <a href="#">Agent Name</a>			CONDITION(S) <a href="#">Agent State Group</a> <a href="#">Combination</a> <a href="#">State Type Code</a>
MEASURE MEMBER(S) <a href="#">% ACW InCall Time</a> <a href="#">% ACW OutCall Time</a> <a href="#">% ACW Time</a> <a href="#">% Not Ready InCall Time</a> <a href="#">% Not Ready OutCall Time</a> <a href="#">% Not Ready Time</a> <a href="#">% Occupancy</a> <a href="#">% Ready Time</a> <a href="#">% Unknown State Time</a> <a href="#">ACW</a> <a href="#">ACW InCall</a> <a href="#">ACW InCall Time</a> <a href="#">ACW OutCall</a> <a href="#">ACW OutCall Time</a> <a href="#">ACW Time</a> <a href="#">Login Time</a> <a href="#">Not Ready</a> <a href="#">Not Ready InCall</a> <a href="#">Not Ready InCall Time</a> <a href="#">Not Ready OutCall</a> <a href="#">Not Ready OutCall Time</a> <a href="#">Not Ready Time</a> <a href="#">Ready Time</a> <a href="#">Unknown State Time</a>			USED IN <a href="#">Agent ACW Report</a> <a href="#">Agent Inbound Utilization Report</a> <a href="#">Agent Not Ready Report</a>
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of Info Mart data that is related to the status of DN's that are associated with active agents. Measures are attributed to each reporting interval in which agents handle the calls, and durations are clipped at interval boundaries.		
DISCONTINUED IN N/A			



## State Detail

DIMENSION MEMBER(S) Agent Group Agent Name State Timestamp		Reason Code • Reason Type Code	State Name • State Type Code	CONDITION(S) Agent State Group Combination Detail Rsn Agent State Group Combination Detail Session
MEASURE MEMBER(S) State Time Detail		USED IN Daily Agent Login- Logout Report Daily Agent State Detail Report		
INTRODUCED IN 7.6.1	DESCRIPTION All members of this class enable the measurement, organization, and filtering of detailed agent-state data.			
DISCONTINUED IN N/A				

## Time

DIMENSION MEMBER(S) 30 minutes Date Date Range Day		Day Date Range Hour Month Quarter	Week Year	CONDITION(S) Date DateRange Day Condition Hour Condition Hours Month Condition PreSetAndDate PreSetAndDateRange PreSetAndDayAndTime-Range Quarter Condition Subhour Condition Week Condition Year Condition
MEASURE MEMBER(S) None		USED IN All reports		
INTRODUCED IN 7.6.0	DESCRIPTION All members of this class enable the organization and filtering of Info Mart data, based on a range of time. Refer to Figure 5 on <a href="#">page 73</a> and Figure 8 on <a href="#">page 94</a> for screenshots of dimensions in the Time class within the Class and Objects pane of the Designer interface.			
DISCONTINUED IN N/A	<p><b>Note:</b> The Date, Date Range, and Day Date Range dimensions are hidden from report designers and viewers in the universe. These dimensions are used for internal computations.</p>			





## Chapter


# 3


## Interactive Insights Dimensions

This chapter describes the elements by which the Genesys Interactive Insights reports are dimensioned—for example, by time, contact-center resource, or business attribute. It contains the following sections:

- [Dimensions, by Class, page 72](#)
- [Description of Form Labels, page 73](#)
- [The Dimensions, page 74](#)

Dimensions describe how data is divided up; they are used to organize reporting and analysis. A *dimension* is a data category that is regarded as a fundamental measure of a quantity, such as the number of calls that are answered *within a particular month*. A *measure* is what you add up, such as *the number of calls that are answered*. In the Interactive Insights universe, dimensions include contact-center resources, agent states/reason codes, timestamps, media types, business attributes, tenants, interaction classifications, and units of time.

Within the Business Objects Enterprise realm, a `dimension` object appears in the Universe Designer interface as a greyish-blue parallelogram (  ) in the `Classes` and `Objects` panel.

*Detail dimensions* are a particular type of dimension, that provides more descriptive data about dimensions. A detail is always associated with a particular dimension. In Business Objects Enterprise, a detail is represented by a three-dimensional bluish-green diamond (  ).

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Note: Please pay close attention to the context in which the term “detail” is used throughout this documentation set—it is used in three different ways:

- *Detail measures*—such as the [Login Time Detail](#) and [State Time Detail](#) measures in the `Login Detail` and `State Detail` classes, respectively—provide the lowest level of information for agent sessions and states.

- The *detail measure classification* distinguishes a measure's type from other measure types, such as disposition and interval. These classifications are used in Chapter 6, "Interactive Insights Measures," and described beginning on [page 120](#).
- Business Objects detail dimensions, as previously explained.

## Dimensions, by Class

Interactive Insights uses the following dimensions, grouped by the classes to which they belong:

<b>Activity</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a> <a href="#">Business Result</a> <a href="#">Customer Segment</a> <a href="#">Queue/VQ</a> <a href="#">Queue/VQ Group</a> <a href="#">Service Subtype</a> <a href="#">Service Type</a>	<b>Handling Attempt (cont'd)</b> <a href="#">Resource State</a> <a href="#">Routing Target</a> <a href="#">Routing Target Selected</a> <a href="#">Routing Target Type</a> <a href="#">Source</a> <a href="#">Strategy Name</a> <a href="#">Technical Result</a> <a href="#">User Data Detail 1</a> <a href="#">User Data Dim 1</a>	<b>Service Objects</b> <a href="#">Tenant Name</a> <a href="#">TimeRangeKey</a>  <b>State</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a>  <b>State Detail</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a> <a href="#">Reason Code</a> <a href="#">State Name</a> <a href="#">State Timestamp</a>
<b>Business Attribute</b> <a href="#">Business Result</a> <a href="#">Customer Segment</a> <a href="#">Service Subtype</a> <a href="#">Service Type</a>	<b>Interval</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a>	<b>Time</b> <a href="#">30 minutes</a> <a href="#">Date</a> <a href="#">Date Range</a> <a href="#">Day</a> <a href="#">Day Date Range</a> <a href="#">Hour</a> <a href="#">Month</a> <a href="#">Quarter</a> <a href="#">Week</a> <a href="#">Year</a>
<b>Flow</b> <a href="#">Agent/Queue Order</a> <a href="#">Connection ID</a> <a href="#">Customer ID</a> <a href="#">Interaction ID</a> <a href="#">Segment ID</a> <a href="#">Source</a> <a href="#">Target</a> <a href="#">Technical Result</a>	<b>Login Detail</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a> <a href="#">Login Timestamp</a> <a href="#">Logout Timestamp</a>  <b>Queue/Virtual Queue</b> <a href="#">Queue/VQ</a> <a href="#">Queue/VQ Group</a>	
<b>Handling Attempt</b> <a href="#">Connection ID</a> <a href="#">Customer ID</a> <a href="#">Handling Resource</a> <a href="#">Interaction ID</a> <a href="#">Last IVR</a> <a href="#">Last Queue</a>	<b>Reason</b> <a href="#">Agent Group</a> <a href="#">Agent Name</a> <a href="#">Reason Code</a> <a href="#">State Name</a>	

The full name of a dimension includes the class to which the dimension belongs; for example, the full name of the [Queue/VQ Group](#) dimension is one of the following:

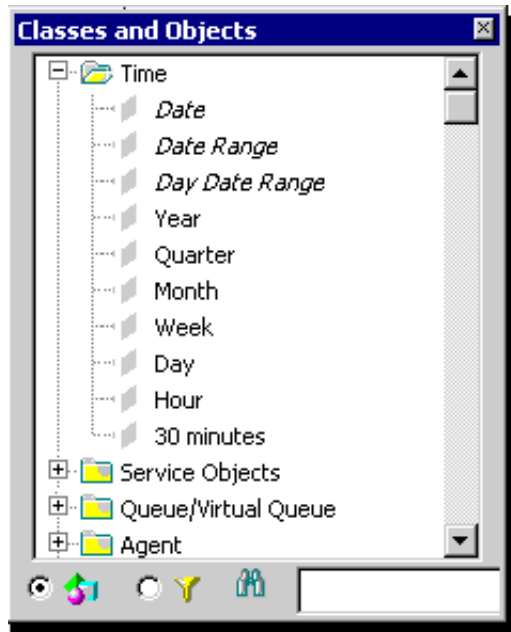
- [Queue/Virtual Queue\Queue/VQ Group](#)
- [Activity\Queue/VQ Group](#)



This is the case, because the dimension appears both in the Queue/Virtual Queue and Activity classes. Unless further clarification is necessary, this manual omits the class name when it references a dimension.

Many dimensions are repeated in the preceding list, because they exist under more than one class. With the exception of the Connection ID and Interaction ID dimensions, however, the definitions of repeated dimensions are identical so that the definitions are provided only once in this chapter.

Figure 5 shows the dimensions of the Time class in Universe Designer. The three italicized dimensions are hidden from report designers and viewers.



**Figure 5: Dimensions of the Time Class**

For an in-depth discussion of dimensions and other universe elements, refer to the “Building Universes” chapter of the Business Objects *Universe Designer* guide.

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## Description of Form Labels

In the forms that follow, you can click the name of any class member to jump to other parts of this document that provide more detailed information about the class member.

<b>Form Title</b>	Displays the name of the Interactive Insights dimension.
<b>Class(es)</b>	List the classes in which the dimension is found.
<b>Info Mart Table.Column</b>	Displays the source Info Mart table and column from which data is retrieved for this dimension or detail. The universe definition of a dimension may employ synonyms for Info Mart tables, such as INTERACTION_DESCRIPTOR_G12 for the INTERACTION_DESCRIPTOR

table. This area of the form in this chapter, however, references the actual Info Mart table.

<b>Internal Metric ID</b>	An ID that further identifies the dimension. This ID is used for reference only. The Interactive Insights reports do not reference this ID nor is it used for computation.
<b>List of Values</b>	Provides the predefined values for the named list in the universe.
<b>Data Type</b>	Represents the general classification of how the data is stored in the Info Mart for this dimension or detail. To see the specific data type of the column in the Info Mart, refer to the appropriate column list in the <i>Genesys Info Mart 7.6 Reference Manual</i> for your RDBMS.
<b>Introduced In</b>	Lists the generally available release in which the dimension was first introduced.
<b>Discontinued In</b>	Identifies the first, generally available release in which the dimension was no longer available.
<b>Description</b>	Describes aspects of the dimension.
<b>Detail(s)</b>	Lists the member details that belong to this dimension, if any.

## The Dimensions

30 minutes

CLASS(ES) <a href="#">Time</a>	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_MM_DD_HH24_30INT			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by 30-minute time periods. The periods start either at the beginning of an hour or 30 minutes into the hour.				

## Agent Group

CLASS(ES) <a href="#">Activity</a> <a href="#">Interval</a> <a href="#">Login Detail</a> <a href="#">Reason</a> <a href="#">State</a> <a href="#">State Detail</a>	INFO MART TABLE.COLUMN GROUP_.GROUP_NAME WHERE GROUP_.GROUP_TYPE_CODE in ('AGENT', 'UNKNOWN')			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">agentgroup_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the groups to which agents belong.  <b>Note:</b> An agent can belong to more than one agent group.				

## Agent Name

CLASS(ES) <a href="#">Activity</a> <a href="#">Interval</a> <a href="#">Login Detail</a> <a href="#">Reason</a> <a href="#">State</a> <a href="#">State Detail</a>	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME WHERE RESOURCE_.RESOURCE_TYPE_CODE = 'AGENT'			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">agentname_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the full name of the agent, in Last, First (username) format.				

## Agent/Queue Order

CLASS(ES) <a href="#">Flow</a>	INFO MART TABLE.COLUMN None			
	DETAIL(S) None			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized according to the order of resource involvement in the interaction. The <a href="#">Interaction Flow Report</a> uses this dimension to order the handling-resource data that is presented in the report. This dimension is reserved for use within this report only.  <b>Note:</b> This dimension references a field in a derived table.				

## Business Result

CLASS(ES) <a href="#">Activity</a> <a href="#">Business Attribute</a>	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR.BUSINESS_RESULT			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">businessresult_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.1	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by business result within the reporting interval.  <b>Note:</b> In GI2_Universe, this dimension is defined using the INTERACTION_DESCRIPTOR_GI2 view, which is created when Interactive Insights is fully deployed. The previously listed Info Mart Table.Column references the actual underlying table and field in which data is sourced.				

## Connection ID

CLASS(ES) Flow	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_IXN_ID			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by attributes of the interaction's connection ID.  <b>Note:</b> The detail attributes of this dimension reference several fields in a derived table whose values are sourced, in part, from the previously listed Info Mart table.				
DETAIL(S) ANI	DESCRIPTION Enables data to be organized by the source address of the interaction, its automatic number identification.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.SOURCE_ADDRESS			DATA TYPE Character
DNIS	DESCRIPTION Enables data to be organized by the target address of the interaction, its dialed number identification service.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.TARGET_ADDRESS			DATA TYPE Character
GUID	DESCRIPTION Enables data to be organized by the target address of the interaction, its dialed number identification service.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_IXN_GUID			DATA TYPE Character
Root ID	DESCRIPTION Enables data to be organized by the ID of the original interaction given multithreaded interaction scenarios. This field is currently used only to link an e-mail inbound customer-reply interaction to the original e-mail interaction in the thread. This field is null for all other interaction types, and its value might not be unique.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_ROOT_IXN_ID			DATA TYPE Character

## Connection ID

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_IXN_ID			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by attributes of the interaction's connection ID.				
DETAIL(S) ANI	DESCRIPTION Enables data to be organized by the source address of the interaction, its automatic number identification.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.SOURCE_ADDRESS			DATA TYPE Character
DNIS	DESCRIPTION Enables data to be organized by the target address of the interaction, its dialed number identification service.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.TARGET_ADDRESS			DATA TYPE Character
GUID	DESCRIPTION Enables data to be organized by the target address of the interaction, its dialed number identification service.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_IXN_GUID			DATA TYPE Character
Root ID	DESCRIPTION Enables data to be organized by the ID of the original interaction given multithreaded interaction scenarios. This field is currently used only to link an e-mail inbound customer-reply interaction to the original e-mail interaction in the thread. This field is null for all other interaction types, and its value might not be unique.			
	INFO MART TABLE.COLUMN INTERACTION_FACT.MEDIA_SERVER_ROOT_IXN_ID			DATA TYPE Character

## Customer ID

CLASS(ES) Flow Handling Attempt	INFO MART TABLE.COLUMN CUSTOMER.EXTERNAL_CUSTOMER_ID			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined GIM key that has an ID of 10053. Refer to the <i>Genesys Info Mart 7.6 Deployment Guide</i> for information about GIM attached data key assignments.  <b>Note:</b> The Customer ID dimension in the Flow class references a field in a derived table whose values are sourced, in part, from the previously listed Info Mart table.				

## Customer Segment

CLASS(ES) Activity Business Attribute	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR.CUSTOMER_SEGMENT			INTERNAL METRIC ID
	LIST OF VALUES customersegment_lov	DATA TYPE Character	INTRODUCED IN 7.6.1	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by customer segment within the reporting interval.  <b>Note:</b> In GI2_Universe, this dimension is defined using the INTERACTION_DESCRIPTOR_GI2 view, which is created when Interactive Insights is fully deployed. The previously listed Info Mart Table.Column references the actual underlying table and field in which data is sourced.				

## Date

CLASS(ES) Time	INFO MART TABLE.COLUMN DATE_TIME.CAL_DATE			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION Date of the reporting interval. This dimension, which is hidden from report designers and viewers, is used for internal computations.				

## Date Range

CLASS(ES) Time	INFO MART TABLE.COLUMN RELATIVE_RANGE.RANGE_NAME			INTERNAL METRIC ID
	LIST OF VALUES daterange_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION Date range of the reporting interval. This dimension, which is hidden from report designers and viewers, is used for internal computations.  <b>Note:</b> The RELATIVE_RANGE table is deployed to the Info Mart as part of the make_gi2.sql script. This table is an internal table and is documented neither in the GIM nor the Interactive Insights documentation sets.				

## Day

CLASS(ES) Time	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_MM_DD			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.				

## Day Date Range

CLASS(ES) <a href="#">Time</a>	INFO MART TABLE.COLUMN RELATIVE_RANGE.RANGE_NAME WHERE DAY_FLAG=1			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">daydaterange_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>Date range of the reporting interval. This dimension, which is hidden from report designers and viewers, is used for internal computations.</p> <p><b>Note:</b> The RELATIVE_RANGE table is deployed to the Info Mart as part of the make_gi2.sql script. This table is an internal table which is documented neither in the Genesys info Mart nor the Interactive Insights documentation sets.</p>				

## Handling Resource

CLASS(ES) <a href="#">Handling Attempt</a>	INFO MART TABLE.COLUMN RESOURCE_TARGET.RESOURCE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data to be organized by the name of the queue, virtual queue, IVR port, or agent.</p> <p><b>Note:</b> The universe definition of this dimension uses an alias to the RESOURCE_ Info Mart table: RESOURCE_TARGET.</p>				
DETAIL(S) Handling Resource Type	DESCRIPTION Enables data to be organized by the type of type of target—for example, Agent, Queue, and IVRPort.			
	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE			DATA TYPE Character

## Hour

CLASS(ES) <a href="#">Time</a>	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_MM_DD_HH24			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">hour_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data within the reporting interval to be organized by a particular hour within a day. Hour values are presented in YYYY-MM-DD-HH24 format.</p>				

## Interaction ID

CLASS(ES) Flow	INFO MART TABLE.COLUMN INTERACTION_FACT.INTERACTION_ID			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the primary key of the INTERACTION_FACT table.  <b>Note:</b> This dimension references a field in a derived table whose values are sourced, in part, from the previously listed Info Mart table.				
DETAIL(S) End Timestamp	DESCRIPTION Enables data to be organized by the timestamp that indicates when the interaction left the current target resource.			
	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.END_TIME			DATA TYPE Date
Interaction Subtype	DESCRIPTION Enables data to be organized by the interaction's subtype; for example, InboundNew and OutboundNotification.			
	INFO MART TABLE.COLUMN INTERACTION_TYPE.INTERACTION_SUBTYPE			DATA TYPE Character
Interaction Type	DESCRIPTION Enables data to be organized by the interaction's type; for example, Inbound, Outbound, and Internal.			
	INFO MART TABLE.COLUMN INTERACTION_TYPE.INTERACTION_TYPE			DATA TYPE Character
Media Type	DESCRIPTION Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.			
	INFO MART TABLE.COLUMN MEDIA_TYPE.MEDIA_NAME			DATA TYPE Character
Start Timestamp	DESCRIPTION Enables data to be organized by the timestamp that indicates when the interaction reached the current target resource.			
	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.START_TIME			DATA TYPE Date



## Interaction ID

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.INTERACTION_ID			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the primary key of the INTERACTION_FACT table.				
DETAIL(S) Handling Attempt End	DESCRIPTION Enables data to be organized by the standard tenant date and time when the resource's participation in the interaction ended.			
	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.STD_TENANT_END_TIME			DATA TYPE Date
Handling Attempt Start	DESCRIPTION Enables data to be organized by the standard tenant date and time when the resource's participation in the interaction began.			
	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.STD_TENANT_START_TIME			DATA TYPE Date
Interaction Handling Attempt ID	DESCRIPTION Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.			
	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID			DATA TYPE Number
Interaction Type	DESCRIPTION Enables data to be organized by the interaction's type; for example, Inbound, Outbound, and Internal.			
	INFO MART TABLE.COLUMN INTERACTION_TYPE.INTERACTION_TYPE			DATA TYPE Character
Media Type	DESCRIPTION Enables data to be organized by the media type of the interaction; for example, Voice, Email, and Chat.			
	INFO MART TABLE.COLUMN MEDIA_TYPE.MEDIA_NAME			DATA TYPE Character
Skill Combination Requested	DESCRIPTION This detail enables data to be organized by a string representation of all skills and proficiencies requested by the interaction.			
	INFO MART TABLE.COLUMN REQUESTED_SKILL_COMBINATION.SKILL_COMBINATION_STRING			DATA TYPE Character

## Last IVR

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name of the IVR in which the interaction traveled.				
<b>Note:</b> The universe definition of this dimension uses an alias to the RESOURCE_ Info Mart table: RESOURCE_IVR.				

## Last Queue

CLASS(ES) <a href="#">Handling Attempt</a>	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">queuevq_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name of the last queue in which the interaction traveled before being handled. This dimension excludes virtual queues.  <b>Note:</b> The universe definition of this dimension uses an alias to the RESOURCE_ Info Mart table: RESOURCE_Q.				

## Login Timestamp

CLASS(ES) <a href="#">Login Detail</a>	INFO MART TABLE.COLUMN SM_RES_SESSION_FACT.STD_TENANT_START_TIME			INTERNAL METRIC ID A_Login_TimeStamp
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the moment at which the agent's summarized login session began, according to the tenant standard time zone.				

## Logout Timestamp

CLASS(ES) <a href="#">Login Detail</a>	INFO MART TABLE.COLUMN SM_RES_SESSION_FACT.STD_TENANT_END_TIME			INTERNAL METRIC ID A_Logout_Timestamp
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the moment at which the agent's summarized login session began, according to the tenant standard time zone. If the agent has not logged out, the value of this dimension is NULL.				

## Month

CLASS(ES) <a href="#">Time</a>	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_MM			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by a particular month within a year. Month values are presented in YYYY-MM format.				

## Quarter

CLASS(ES) <a href="#">Time</a>	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_QQ			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by a particular quarter within a year. Quarter values are presented in YYYY-QQ format.				

## Queue/VQ

CLASS(ES) Activity Queue/Virtual Queue	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME WHERE RESOURCE_.RESOURCE_TYPE_CODE='QUEUE'			INTERNAL METRIC ID
	LIST OF VALUES queuevq_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the name of the queue or virtual queue.  <b>Note:</b> The universe definition of this dimension uses an alias to the RESOURCE_ Info Mart table: RESOURCE_Q.				

## Queue/VQ Group

CLASS(ES) Activity Queue/Virtual Queue	INFO MART TABLE.COLUMN GROUP_.GROUP_NAME WHERE GROUP_.GROUP_TYPE_CODE in ('QUEUE', 'UNKNOWN')			INTERNAL METRIC ID
	LIST OF VALUES queuevqgroup_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables reporting data within the reporting interval to be organized by the name of the queue group or virtual queue group.  <b>Notes:</b> The universe definition of this dimension uses an alias to the GROUP_ Info Mart table: GROUP_Q. A queue or virtual queue can belong to more than one queue group.				

## Reason Code

CLASS(ES) Reason State Detail	INFO MART TABLE.COLUMN RESOURCE_STATE_REASON.REASON_NAME			INTERNAL METRIC ID A_Reason_Code
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the reason that the agent selected.  <b>Note:</b> The universe definition of this dimension uses an alias to the RESOURCE_STATE_REASON table: RESOURCE_STATE_REASON_GI2.				
DETAIL(S) Reason Code Type	DESCRIPTION This detail enables data within the reporting interval to be organized by the reason code that is associated with the agent's status. This value is either HARDWARE or SOFTWARE.  <b>Note:</b> RESOURCE_STATE_REASON_GI2 is a view that is created when Interactive Insights is fully deployed. This view is described neither in the GIM nor the Interactive Insights documentation sets.			
	INFO MART TABLE.COLUMN RESOURCE_STATE_REASON_GI2.REASON_TYPE_CODE			DATA TYPE Character

## Resource State

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN RESOURCE_STATE.STATE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION The media-specific or detailed state of the resource—for example, Busy, Ready, NotReady, and AfterCallWork.				
DETAIL(S) State Type	DESCRIPTION The media-neutral state of the resource—for example, Ready, WorkingReady, and WorkingNotReady.			
	INFO MART TABLE.COLUMN RESOURCE_STATE.STATE_TYPE			DATA TYPE Character

## Routing Target

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN Depending on the value of ROUTING_TARGET_TYPE_CODE, one of the following or NULL:  <ul style="list-style-type: none"> <li>ROUTING_TARGET.AGENT_GROUP_NAME</li> <li>ROUTING_TARGET.PLACE_GROUP_NAME</li> <li>ROUTING_TARGET.SKILL_EXPRESSION</li> </ul>			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.				

## Routing Target Selected

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN ROUTING_TARGET.TARGET_OBJECT_SELECTED			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name of the DN group that is the target of the routing strategy.				

## Routing Target Type

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN ROUTING_TARGET.ROUTING_TARGET_TYPE			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.				

## Segment ID

CLASS(ES) <a href="#">Flow</a>	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.INTERACTION_RESOURCE_ID			
	DETAIL(S) None			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension organizes data on the Summary tab of the Interaction Flow report. This dimension is reserved for use within this report only.				

## Service Subtype

CLASS(ES) <a href="#">Activity</a>	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.SERVICE_SUBTYPE			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">servicesubtype_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the detailed type of service that the customer requested.  <b>Note:</b> INTERACTION_DESCRIPTOR_GI2 is a view that is created when Interactive Insights is fully deployed. This view is described neither in the GIM nor the Interactive Insights documentation sets.				

## Service Subtype

CLASS(ES) <a href="#">Business Attribute</a>	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE_SUBTYPE			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">servicesubtype_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the detailed type of service that the customer requested.  <b>Note:</b> INTERACTION_DESCRIPTOR_GI2 is a view that is created when Interactive Insights is fully deployed. This view is described neither in the GIM nor the Interactive Insights documentation sets.				

## Service Type

CLASS(ES) <a href="#">Activity</a> <a href="#">Business Attribute</a>	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR_GI2.SERVICE_TYPE			INTERNAL METRIC ID
	LIST OF VALUES <a href="#">servicetype_lov</a>	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by the type of service that was assigned to the call.  <b>Note:</b> INTERACTION_DESCRIPTOR_GI2 is a view that is created when Interactive Insights is fully deployed. This view is described neither in the GIM nor the Interactive Insights documentation sets.				

## Source

CLASS(ES) Flow Handling Attempt	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data to be organized by the name of the handling resource—for example, the IVR port number, the name of the queue, or the first, last, and user name of the agent.</p> <p><b>Note:</b> The universe definition of this dimension, in the Flow class, uses an alias to the RESOURCE_ Info Mart table, RESOURCE_Q, to organize data by the name of the queue resource that processed the interaction.</p>				
DETAIL(S) Source Type	DESCRIPTION Enables data to be organized by the resource's type—for example, Agent, Queue, and IVRPort.			
	<p><b>Note:</b> The universe definition of this detail, in the Flow class, uses an alias to the RESOURCE_ Info Mart table: RESOURCE_Q to organize data by the type of queue resource that processed the interaction.</p>			
	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE			DATA TYPE Character

## State Name

CLASS(ES) Reason State Detail	INFO MART TABLE.COLUMN RESOURCE_STATE.STATE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data within the reporting interval to be organized by the agent's state. Status values depend on the Genesys application (Stat Server or Interaction Concentrator) that provides source data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the <i>Genesys Info Mart 7.6 Reference Manual</i>.</p>				
DETAIL(S) State Type Code	DESCRIPTION This detail enables data within the reporting interval to be organized by the status code that is associated with the agent's state. Status values depend on the Genesys application (Stat Server or Interaction Concentrator) that provides source data to the Interaction Concentrator application that is supplying data to Genesys Info Mart. For state values, refer to the description of this Info Mart table column in the <i>Genesys Info Mart 7.6 Reference Manual</i> for your RDBMS.			
	INFO MART TABLE.COLUMN RESOURCE_STATE.STATE_TYPE_CODE			DATA TYPE Character

## State Timestamp

CLASS(ES) State Detail	INFO MART TABLE.COLUMN SM_RES_STATE_REASON_FACT.STD_TENANT_START_TIME			INTERNAL METRIC ID A_State_TimeStamp
	LIST OF VALUES None	DATA TYPE Date	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data to be organized by the moment at which the agent entered a specific state-reason combination as recorded in the tenant's standard time zone.</p>				

## Strategy Name

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN STRATEGY.STRATEGY_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name and other aspects of the routing strategy.				
DETAIL(S) Strategy Outcome	DESCRIPTION Enables data to be organized by the outcome of the strategy from the perspective of the strategy—for example, Succeeded and Failed.			
	INFO MART TABLE.COLUMN STRATEGY.STRATEGY_OUTCOME			DATA TYPE Character
Strategy Result	DESCRIPTION Enables data to be organized by the result of the strategy from the perspective of the strategy—for example, Abandoned, Completed, and Transferred.			
	INFO MART TABLE.COLUMN STRATEGY.STRATEGY_RESULT			DATA TYPE Character
Strategy Result Reason	DESCRIPTION Enables data to be organized by the reason of the strategy result.			
	INFO MART TABLE.COLUMN STRATEGY.RESULT_REASON			DATA TYPE Character
Strategy Type	DESCRIPTION Enables data to be organized by the type of strategy—for example, RoutingStrategy and IVRApplication.			
	INFO MART TABLE.COLUMN STRATEGY.STRATEGY_TYPE			DATA TYPE Character

## Target

CLASS(ES) Flow	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_NAME			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by the name of the agent, queue, virtual queue, or self-service IVR port that processed the interaction.				
DETAIL(S) Target Type	DESCRIPTION Enables data to be organized by the resource type; for example, Agent, Queue, and IVRPort.			
	INFO MART TABLE.COLUMN RESOURCE_.RESOURCE_TYPE			DATA TYPE Character

## Technical Result

CLASS(ES) Flow Handling Attempt	INFO MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.  <b>Note:</b> The Flow class contains the Technical Result Resource Role Reason, whereas the Handling Attempt class contains the Technical Result Role Reason detail. Other than the difference in name, these two details are identical.				
DETAIL(S) Technical Result Reason	DESCRIPTION Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRingin, AnsweredByAgent, and RouteOnNoAnswer.			
	INFO MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESULT_REASON			DATA TYPE Character
Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, and RoutedTo.			
	INFO MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.RESOURCE_ROLE			DATA TYPE Character
Technical Result Role Reason	DESCRIPTION Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, and PulledBackTimeout.			
	INFO MART TABLE.COLUMN TECHNICAL_DESCRIPTOR.ROLE_REASON			DATA TYPE Character

## Tenant Name

CLASS(ES) Service Objects	INFO MART TABLE.COLUMN TENANT.TENANT_NAME			INTERNAL METRIC ID
	LIST OF VALUES tenantname_lov	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables data within the reporting interval to be organized by tenant. For multi-tenant environments, the universe connection that you define points to only one tenant schema in the Info Mart. New connections are required for access to other tenant schemas. For more information, refer to the <i>Genesys Interactive Insights 7.6 Deployment Guide</i> .				

## TimeRangeKey

CLASS(ES) Service Objects	INFO MART TABLE.COLUMN TIME_RANGE.TIME_RANGE_KEY			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Number	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
DESCRIPTION This dimension enables the identification of time-range boundaries by tenant. These boundaries define the upper and lower limits for the 10 service-time intervals that are used by the Speed of Answer and Abandon Delay reports.				



## User Data Detail 1

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.USER_DATA_11			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>The value of the eleventh user-defined key in the INTERACTION_RESOURCE_FACT table for the key-value pair that has a GIM-assigned ID of 10031. This value captures one attribute, in string format, of the attached data elements that have been configured to be recorded in your contact center. Attributes in the INTERACTION_RESOURCE_FACT table may potentially possess many values, each of which contains up to 255 characters.</p> <p>Refer to the <i>Genesys Info Mart 7.6 Deployment Guide</i> for information about GIM attached data key assignments.</p>				

## User Data Dim 1

CLASS(ES) Handling Attempt	INFO MART TABLE.COLUMN USER_DATA.USER_DATA_STRING_1			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.2	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>The value of the first user-defined key in the USER_DATA table for the key-value pair that has a GIM-assigned ID of 10001. This value captures one attribute, in string format, of the attached data elements that have been configured to be recorded in your contact center. Attributes in the USER_DATA table should possess only a few values, each of which contains up to 255 characters.</p> <p>Refer to the <i>Genesys Info Mart 7.6 Deployment Guide</i> for information about GIM attached data key assignments.</p>				

## Week

CLASS(ES) Time	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY_WE			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data within the reporting interval to be organized by a particular week within a year. Week values are presented in YYYY-WW format.</p>				

## Year

CLASS(ES) Time	INFO MART TABLE.COLUMN DATE_TIME.LABEL_YYYY			INTERNAL METRIC ID
	LIST OF VALUES None	DATA TYPE Character	INTRODUCED IN 7.6.0	DISCONTINUED IN N/A
<p>DESCRIPTION</p> <p>This dimension enables data within the reporting interval to be organized by year, in four-digit format (YYYY).</p>				






## Chapter

# 4

## Interactive Insights Conditions

A *condition* is a predefined WHERE clause that can be inserted into a SELECT statement inferred by objects that are used in an Interactive Insights report. Conditions are defined as part of a universe and are represented by a yellow funnel  in the Business Objects Universe Designer (see Figure 8 on [page 94](#)).

Use of conditions narrows down the result set that is returned by a report prompting for user input to complete the report query.

This chapter describes the conditions that are provided in the Genesys Interactive Insights universe. It contains the following sections:

- [List of Conditions, by Class, page 91](#)
- [Description of Form Labels, page 94](#)
- [The Conditions, page 95](#)

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### List of Conditions, by Class

Interactive Insights defines the following conditions, which are grouped by the classes in which they are found:

#### Activity

[Agent](#)  
[Agent Group](#)  
[Agent Group Combination](#)  
[Agent – Queue A Group Combination](#)  
[Agent – Queue Q Group Combination](#)

#### Business Attribute

[Business Result](#)  
[Customer Segment](#)  
[Service Subtype](#)  
[Service Type](#)

#### Flow

[Customer ID](#)

#### Handling Attempt

[Agent \(Target\)](#)  
[Agent Group Combination \(Target\)](#)  
[ANI](#)  
[Customer ID](#)  
[DNIS](#)  
[Interaction ID](#)  
[Queue or VQ](#)

#### Interval

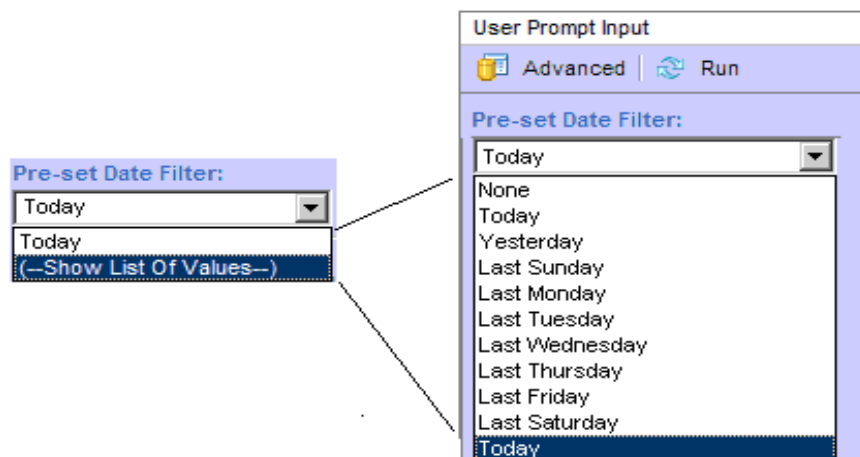
[Agent-Interval Group Combination](#)

<b>Queue/Virtual Queue</b>	<b>State Detail</b>
Queue Group Combination	Agent State Group Combination Detail Rsn
Queue Group Combination ABN	Agent State Group Combination Detail Session
Queue Group Combination ANS	
Queue Group or VQ Group	<b>Time</b>
Queue or VQ	Date
	DateRange
<b>Reason</b>	Day Condition
Agent State Group Combination Rsn	Hour Condition
Reason Code Type	Hours
	Month Condition
<b>Service Objects</b>	PreSetAndDate
Tenant	PreSetAndDateRange
	PreSetAndDayAndTimeRange
<b>State</b>	Quarter Condition
Agent State Group Combination	Subhour Condition
State Type Code	Week Condition
	Year Condition

A condition's full name includes the class in which the condition belongs; so, the proper name of the Queue Group or VQ Group condition is:


Queue/Virtual Queue\Queue Group or VQ Group

For simplicity, this chapter excludes the class name whenever a condition is referenced. The reports employ many of the conditions in the user prompts that allow you to specify the agent(s), agent group(s), date(s), hour(s), queue(s), queue group(s), reason code(s), business attribute(s), and/or tenant(s) on which the report is to furnish data. [Figure 6](#) illustrates the Pre-set Date Filter drop-down list box in the Daily Agent Login-Logout Interactive Insights report, after having specified to show the list of values for this field. (This drop-down list may contain different preset values for other reports.)

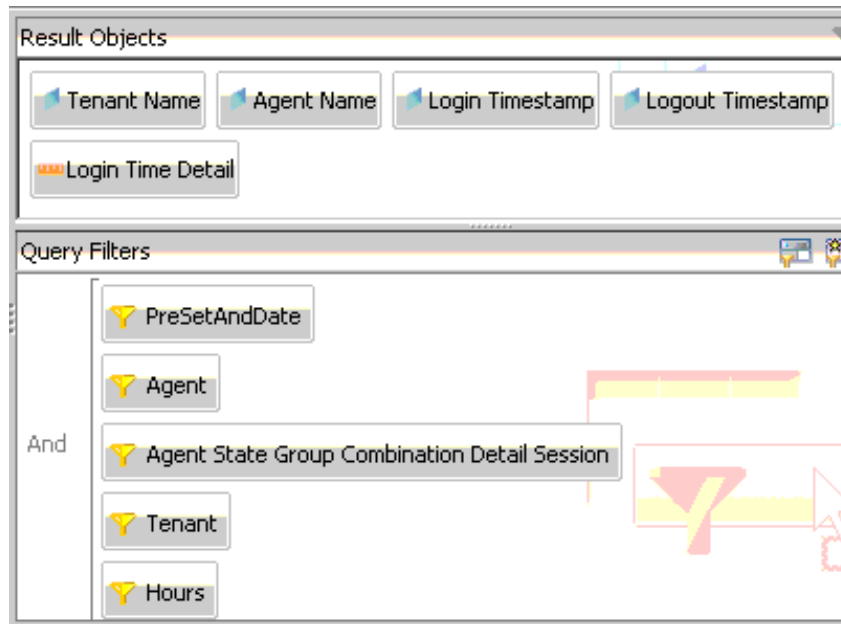


**Figure 6: Pre-set Date Filter List Box in InfoView Uses the PreSetAndDate Condition**

**Note:** The reports display No Values in these list boxes if data has not been refreshed. Under these circumstances, you should check your Info Mart connection, verify that the Info Mart RDBMS is still operating, and click

the  Refresh Data button. Refer to Business Objects documentation for further details.

The corresponding condition that populates the Pre-set Date Filter field in [Figure 6](#) is the PreSetAndDate condition, which is shown in [Figure 7](#) with four other conditions. (Editing the report in Web Intelligence enables you to view the building blocks of the report query.)



**Figure 7: The Daily Login-Logout Report Definition Includes the PreSetAndDate Condition**

Also, using Designer, you can view the condition’s entire definition, a portion of which is shown in [Figure 8](#).

In the current design of Interactive Insights reports, conditions that require user input function in conjunction with the predefined and dynamic lists of values that are described beginning on [page 109](#). The following descriptions of these conditions reveal such pairings. The user-designated values that are returned by one condition, however, are not validated against or checked for logical agreement with the user-designated values that are returned by another condition within the same report. So, in the example where a report prompts for both Agent Group and Agent Name—two non-disjoint sets—and you specify values for each, the report query conjoins your selections in the WHERE clause and the report query, when it is run, returns records in which both the Agent Group and Agent conditions are met.

Refer to the “Building Universes” chapter in the Business Objects *Universe Designer* guide for additional information about Business Objects conditions and other universe elements.

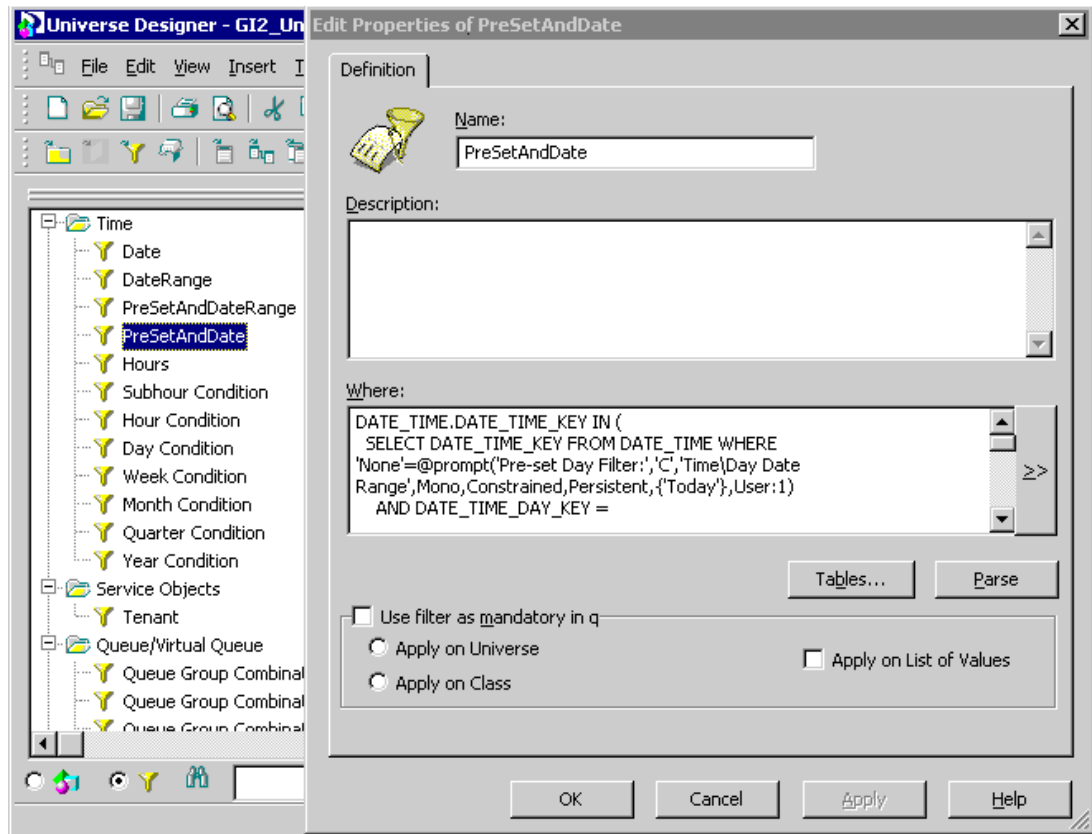


Figure 8: Properties of the PreSetAndDate Condition in Designer

## Description of Form Labels

<b>Form Title</b>	The name of the Interactive Insights condition.
<b>Class(es)</b>	Lists the classes in which the condition is defined in Designer.
<b>Introduced In</b>	Lists the release in which the condition was first introduced.
<b>Description</b>	Describes aspects of the condition including the number of values that you can specify, whether you can type in your own values, and a default value if no other selection is made before running the report. Note that if you clear the default value and make no other selection, any report will prompt you for a specific value if you attempt to run it.
<b>Called LOV</b>	Lists the “list of values” on which this condition relies to populate the selection pool. The links that are provided in this area of the form take you to the corresponding list of values. See Chapter 5 on <a href="#">page 109</a> for additional information.

# The Conditions

## Agent

CLASS(ES) <a href="#">Activity</a>	DESCRIPTION This condition prompts you to select values from the Agent list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent(s) or a selection of ALL, which avails all agents for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentname_lov</a>	

## Agent Group

CLASS(ES) <a href="#">Activity</a>	DESCRIPTION This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent Group Combination

CLASS(ES) <a href="#">Activity</a>	DESCRIPTION This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.  This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent-Interval Group Combination</a> , <a href="#">Agent – Queue A Group Combination</a> , <a href="#">Agent State Group Combination</a> , <a href="#">Agent State Group Combination Detail Rsn</a> , <a href="#">Agent State Group Combination Detail Session</a> , and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).  If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent Group Combination (Target)

CLASS(ES) <a href="#">Handling Attempt</a>	DESCRIPTION This condition prompts you to select values from the Target Agent Group list box of detailed interaction-related Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.
INTRODUCED IN 7.6.2	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent-Interval Group Combination

CLASS(ES) <a href="#">Interval</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent – Queue A Group Combination</a>, <a href="#">Agent State Group Combination</a>, <a href="#">Agent State Group Combination Detail Rsn</a>, <a href="#">Agent State Group Combination Detail Session</a>, and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent – Queue A Group Combination

CLASS(ES) <a href="#">Activity</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent-Interval Group Combination</a>, <a href="#">Agent State Group Combination</a>, <a href="#">Agent State Group Combination Detail Rsn</a>, <a href="#">Agent State Group Combination Detail Session</a>, and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	



## Agent – Queue Q Group Combination

CLASS(ES) <a href="#">Activity</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Queue/VQ Group list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of ALL, which avails all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Queue Group Combination</a>, <a href="#">Queue Group Combination ABN</a>, and <a href="#">Queue Group Combination ANS</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for queue group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevqgroup_lov</a>	

## Agent State Group Combination

CLASS(ES) <a href="#">State</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent-Interval Group Combination</a>, <a href="#">Agent – Queue A Group Combination</a>, <a href="#">Agent State Group Combination Detail Rsn</a>, <a href="#">Agent State Group Combination Detail Session</a>, and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent State Group Combination Detail Rsn

CLASS(ES) <a href="#">State Detail</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent-Interval Group Combination</a>, <a href="#">Agent – Queue A Group Combination</a>, <a href="#">Agent State Group Combination</a>, <a href="#">Agent State Group Combination Detail Session</a>, and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent State Group Combination Detail Session

CLASS(ES) <a href="#">State Detail</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent-Interval Group Combination</a>, <a href="#">Agent – Queue A Group Combination</a>, <a href="#">Agent State Group Combination</a>, <a href="#">Agent State Group Combination Detail Rsn</a>, and <a href="#">Agent State Group Combination Rsn</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent State Group Combination Rsn

CLASS(ES) <a href="#">Reason</a>	<b>DESCRIPTION</b> <p>This condition prompts you to select values from the Agent Group list box of agent-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent group(s) or a selection of ALL, which avails all agent groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent Group Combination</a>, <a href="#">Agent-Interval Group Combination</a>, <a href="#">Agent – Queue A Group Combination</a>, <a href="#">Agent State Group Combination</a>, <a href="#">Agent State Group Combination Detail Rsn</a>, and <a href="#">Agent State Group Combination Detail Session</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for agent group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">agentgroup_lov</a>	

## Agent (Target)

CLASS(ES) <a href="#">Handling Attempt</a>	<b>DESCRIPTION</b> <p>This condition prompts you to select values from the Target Agent list box of detailed interaction-related Interactive Insights reports. The prompt for this condition recognizes a selection of one or more agent(s) or a selection of ALL, which avails all agents for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value(s) for this field in the resultant set when the report is run.</p>
INTRODUCED IN 7.6.2	
CALLED LOV <a href="#">agentname_lov</a>	

## ANI

CLASS(ES) <a href="#">Handling Attempt</a>	<b>DESCRIPTION</b> <p>This condition prompts you to select values from the ANI list box of the Interaction Detail Interactive Insights reports. The condition recognizes a selection of one or more source address(es) or a selection of ALL, which returns all source addresses that are stored in the Info Mart interaction fact tables for the given tenant. If the default is used, the reports include all ANI values in the resultant set when the report is run. The ani_lov is the universe element that initially populates the ANI list box.</p>
INTRODUCED IN 7.6.2	
CALLED LOV <a href="#">ani_lov</a>	

## Business Result

CLASS(ES) <a href="#">Business Attribute</a>	<b>DESCRIPTION</b> <p>This condition prompts you to select values from the Business Result list box of the Call Volume Interactive Insights reports. The condition recognizes a selection of one or more business-result attribute(s) or a selection of ALL, which returns all configured business results that are defined in the Info Mart for the given tenant. If the default is used, the reports include all business result values in the resultant set when the report is run. The businessresult_lov is the universe element that initially populates the Business Result list box.</p>
INTRODUCED IN 7.6.1	
CALLED LOV <a href="#">businessresult_lov</a>	

## Customer ID

CLASS(ES) <a href="#">Flow</a> <a href="#">Handling Attempt</a>	DESCRIPTION This condition prompts you to select values from the Customer ID list box of the Interaction Detail Interactive Insights reports. The condition recognizes a selection of one or more customer ID(s) or a selection of ALL, which returns all external IDs that are defined in the CUSTOMER Info Mart table for the given tenant. If the default is used, the reports include all customer ID values in the resultant set when the report is run. The customer_id_lov is the universe element that initially populates the Customer ID list box.
INTRODUCED IN 7.6.2	
CALLED LOV None	

## Customer Segment

CLASS(ES) <a href="#">Business Attribute</a>	DESCRIPTION This condition prompts you to select values from the Customer Segment list box of the Call Volume Interactive Insights reports. The condition recognizes a selection of one or more customer-segment attribute(s) or a selection of ALL, which returns all configured customer segments that are defined in the Info Mart for the given tenant. If the default is used, the reports include all customer segment values in the resultant set when the report is run. The customersegment_lov is the universe element that initially populates the Customer Segment list box.
INTRODUCED IN 7.6.1	
CALLED LOV <a href="#">customersegment_lov</a>	

## Date

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition prompts you to type in or select one date from the Report Date field the Daily Agent Login-Logout and Daily Agent State Detail Interactive Insights reports. This one selection marks both the start and end time ranges that correspond to the boundaries of the selected date. If the default is used, the reports use 3/3/2009 as the single day on which to generate data.  Many reports prompt for both a preset date and a report date. If you make incompatible selections at these prompts, the reports will use the value that is indicated by the preset date.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## DateRange

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition prompts you to select Start Date and End Date on many of the Interactive Insights reports. On such reports, Interactive Insights may also prompt for a preset date. Where values are specified at both prompts, the reports use the value specified in the preset date and ignore the values set within the Start Date and End Date prompts. The default start and end dates in the reports are 1/1/2009 and 12/31/2009 respectively.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">daterange_lov</a>	

## Day Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the Day dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the Time class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the Time class, you should also add the corresponding condition to the report. The Day Condition corresponds to the Day dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## DNIS

CLASS(ES) <a href="#">Handling Attempt</a>	DESCRIPTION This condition prompts you to select values from the DNIS list box of the Interaction Detail Interactive Insights reports. The condition recognizes a selection of one or more target address(es) or a selection of ALL, which returns all target addresses that are stored in the Info Mart interaction fact tables for the given tenant. If the default is used, the reports include all DNIS values in the resultant set when the report is run. The <code>dnis_lov</code> is the universe element that initially populates the DNIS list box.
INTRODUCED IN 7.6.2	
CALLED LOV <a href="#">dnis_lov</a>	

## Hour Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the Hour dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the <code>Time</code> class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the <code>Time</code> class, you should also add the corresponding condition to the report. The <code>Hour Condition</code> corresponds to the Hour dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## Hours

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition prompts you to select two values: one from the <code>From Hour</code> list box and the other from the <code>To Hour</code> list box for those Interactive Insights reports that provide hourly breakdown of performance within the contact center. The resultant report data falls between the start of the <code>From Hour</code> and the end of the <code>To Hour</code> . If the default is used, the reports use the first and last hours, respectively, of a given day on which to generate data.  Report users should take care not to choose a <code>To Hour</code> that falls before the <code>From Hour</code> , because the report does not validate that logical values were specified for these prompts.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">hour_lov</a>	

## Interaction ID

CLASS(ES) <a href="#">Handling Attempt</a>	DESCRIPTION This condition prompts you to specify a value in the <code>Interaction ID</code> field of the Interaction Detail reports. The default value, 0, enables the return of all interaction IDs that satisfy the report's other criteria.
INTRODUCED IN 7.6.2	
CALLED LOV None	

## Month Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the Month dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the <code>Time</code> class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the <code>Time</code> class, you should also add the corresponding condition to the report. The <code>Month Condition</code> corresponds to the Month dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## PreSetAndDate

CLASS(ES) <a href="#">Time</a>	<p>DESCRIPTION</p> <p>This condition provides two prompts for report users to select one date from:</p> <ul style="list-style-type: none"> <li>• The Pre-set Date Filter list box</li> <li>• The Report Date list box</li> </ul> <p>If a selection is made in both list boxes, the reports will use the value that is specified in the Pre-set Date Filter list over the value that is specified in the Report Date list. If the user specifies no value in either prompt and the default values are used, the reports use 8/20/2009 as the single day on which to generate data.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">daydaterange_lov</a>	

## PreSetAndDateRange

CLASS(ES) <a href="#">Time</a>	<p>DESCRIPTION</p> <p>This condition provides three prompts for report users to select one of the following:</p> <ul style="list-style-type: none"> <li>• One date from the Pre-set Date Filter list box</li> <li>• One date from the Start Date list box and one date from the End Date list box</li> </ul> <p>If a selection is made in both the Pre-set Date Filter list box and the Start Date and End Date list boxes, the reports will use the value that is specified in the Pre-set Date Filter list over the start and end date values.</p> <p>The one selection in the Pre-set Date Filter list box marks both the start and end time ranges that correspond to the boundaries of the selected preset date.</p> <p>If the user specifies no value in either set of prompts and the original default values are used, the reports use 1/1/2009 as the beginning of the date range and 12/31/2009 as the end date range. If, however, the user clears these values, the reports use no value at all and will not run until values are specified.</p> <p>Report users should take care not to choose an End Date that falls before the Start Date, because the report does not validate that logical values were specified for these prompts.</p>
INTRODUCED IN 7.6.0	
CALLED LOV	

## PreSetAndDayAndTimeRange

CLASS(ES) <a href="#">Time</a>	<p>DESCRIPTION</p> <p>This condition provides three prompts for report users to select one of the following:</p> <ul style="list-style-type: none"> <li>• One date from the Pre-set Date Filter (or Pre-set Day Filter) list box</li> <li>• One date from the Start Timestamp (or Start Time) list box and one date from the End Timestamp (or End Time) list box</li> </ul> <p>If a selection is made in both the Pre-set Date Filter list box and the Start/End Timestamp list boxes, the reports will use the value specified in the Pre-set Date Filter list over the start and end date values.</p> <p>The one selection in the Pre-set Date Filter list box marks both the start and end time ranges that correspond to the boundaries of the selected preset date.</p> <p>If the user specifies no value in either set of prompts and the original default values are used, the reports use 1/1/2009 at midnight as the beginning of the date and time range and 1/1/2009 at 11:59:59 as the end date and time range. If, however, the user clears these values, then the reports use no value at all and will not run until values are specified.</p> <p>Report users should take care not to choose an end time that falls before the start time, because the report does not validate that logical values were specified for these prompts.</p>
INTRODUCED IN 7.6.2	
CALLED LOV	

## Quarter Condition

CLASS(ES) <a href="#">Time</a>	<p>DESCRIPTION</p> <p>This condition is used to set compatibility of the Quarter dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the Time class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the Time class, you should also add the corresponding condition to the report. The Quarter Condition corresponds to the Quarter dimension.</p>
INTRODUCED IN 7.6.0	
CALLED LOV None	

## Queue Group Combination

CLASS(ES) <a href="#">Queue/Virtual Queue</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Queue/VQ Group list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of ALL, which avails all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent – Queue Q Group Combination</a>, <a href="#">Queue Group Combination ABN</a>, and <a href="#">Queue Group Combination ANS</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for queue group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevqgroup_lov</a>	

## Queue Group Combination ABN

CLASS(ES) <a href="#">Queue/Virtual Queue</a>	<p><b>DESCRIPTION</b></p> <p>This condition prompts you to select values from the Queue/VQ Group list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of ALL, which avails all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent – Queue Q Group Combination</a>, <a href="#">Queue Group Combination</a>, and <a href="#">Queue Group Combination ANS</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for queue group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevqgroup_lov</a>	





## Queue Group Combination ANS

CLASS(ES) <a href="#">Queue/Virtual Queue</a>	<p>DESCRIPTION</p> <p>This condition prompts you to select values from the Queue/VQ Group list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of ALL, which avails all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.</p> <p>This condition restricts the rows that are returned from the corresponding aggregate table(s) to those that match the value(s) that the user selected from the list of values. In this regard, this condition differs from the <a href="#">Agent – Queue Q Group Combination</a>, <a href="#">Queue Group Combination</a>, and <a href="#">Queue Group Combination ABN</a> conditions whose restrictions are in place for different aggregate table(s).</p> <p>If you customize an existing Interactive Insights report to pull data from a different set of aggregate tables, you should also replace the Group Combination condition within the report with the appropriate corresponding condition for that aggregate set. If you create a new report that prompts users for queue group(s) selection, you should also add the corresponding Group Combination condition to the report.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevqgroup_lov</a>	

## Queue Group or VQ Group

CLASS(ES) <a href="#">Queue/Virtual Queue</a>	<p>DESCRIPTION</p> <p>This condition prompts you to select values from the Queue/VQ Group list box of queue-based Interactive Insights reports. The prompt for this condition recognizes a selection of one or more queue/virtual-queue group(s) or a selection of ALL, which avails all queue/virtual-queue groups for user selection that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevqgroup_lov</a>	

## Queue or VQ

CLASS(ES) <a href="#">Handling Attempt Queue/Virtual Queue</a>	<p>DESCRIPTION</p> <p>This condition prompts you to select values from the Queue/VQ or Last Queue list box of queue- or interaction detail-based Interactive Insights reports. The condition recognizes a selection of one or more queues/virtual queue(s) or a selection of ALL, which returns all active queues/virtual queues that are defined in the Info Mart for the given tenant. If the default is used, the reports use the previously specified value for this field in the resultant set when the report is run. The queuevq_lov is the universe element that initially populates the Queue/VQ and Last Queue list box.</p>
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">queuevq_lov</a>	

## Reason Code Type

CLASS(ES) <a href="#">Reason</a>	<p>DESCRIPTION</p> <p>This condition prompts you to select either HARDWARE or SOFTWARE from the Reason Code Type list box of the Agent Not Ready Reason Code Interactive Insights report. Both values cannot be selected. If the default is used, the report uses SOFTWARE in the resultant set when the report is run.</p>
INTRODUCED IN 7.6.0	
CALLED LOV N/A	

## Service Subtype

CLASS(ES) <a href="#">Business Attribute</a>	DESCRIPTION This condition prompts you to select values from the Service Subtype list box of the Call Volume Interactive Insights reports. The condition recognizes a selection of one or more service subtype(s) or a selection of ALL, which returns all configured service subtypes defined in the Info Mart for the given tenant. If the default is used, the reports include all service subtype values in the resultant set when the report is run. The servicesubtype_lov is the universe element that initially populates the Service Subtype list box.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">servicesubtype_lov</a>	

## Service Type

CLASS(ES) <a href="#">Business Attribute</a>	DESCRIPTION This condition prompts you to select values from the Service Type list box of the Call Volume Interactive Insights reports. The condition recognizes a selection of one or more service type(s) or a selection of ALL, which returns all configured service types that are defined in the Info Mart for the given tenant. If the default is used, the reports include all service type values in the resultant set when the report is run. The servicetype_lov is the universe element that initially populates the Service Type list box.
INTRODUCED IN 7.6.0	
CALLED LOV <a href="#">servicetype_lov</a>	

## State Type Code

CLASS(ES) <a href="#">State</a>	DESCRIPTION This condition provides a filter on agent state types for the Not Ready Interactive Insights reports and appears in no user prompts. The condition restricts the resultant set those records where RESOURCE_STATE.STATE_TYPE_CODE = 'NOTREADY'.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## Subhour Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the 30 minutes dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the Time class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the Time class, you should also add the corresponding condition to the report. The Subhour Condition corresponds to the 30 minutes dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## Tenant

CLASS(ES) <a href="#">Service Objects</a>	DESCRIPTION This condition prompts you to select values from the Tenant list box of all reports. The condition recognizes a selection of one or more tenant(s) or a selection of ALL, which returns all configured tenants that are defined in the Info Mart for the given tenant. If the default is used, the reports include all tenant values in the resultant set when the report is run. The tenantname_lov is the universe element that initially populates the Tenant list box.
INTRODUCED IN 7.6.1	
CALLED LOV <a href="#">tenantname_lov</a>	

## Week Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the Week dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the <code>Time</code> class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the <code>Time</code> class, you should also add the corresponding condition to the report. The <code>Week Condition</code> corresponds to the Week dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	

## Year Condition

CLASS(ES) <a href="#">Time</a>	DESCRIPTION This condition is used to set compatibility of the Year dimension with corresponding aggregate table(s). If you customize an existing Interactive Insights report to use a different dimension from the <code>Time</code> class, you should change the corresponding condition within the report. If you create a new report that uses any dimension from the <code>Time</code> class, you should also add the corresponding condition to the report. The <code>Year Condition</code> corresponds to the Year dimension.
INTRODUCED IN 7.6.0	
CALLED LOV None	





## Chapter

# 5

## Interactive Insights List of Values

This chapter describes the predefined lists of values (LOV) that are provided for many of the user prompts (lookup fields) that are used in the Genesys Interactive Insights reports. It contains the following sections:

- [Description of Form Labels, page 110](#)
- [The Lists of Values, page 111](#)

A *list of values* contains data values that can be associated with a dimension. The LOVs that are used by Interactive Insights reports either consist of a limited number of predefined values or are dynamically generated from information that describes the configuration of resources in your contact center.

You invoke these lists when you select values from the user prompts within an Interactive Insights report. For example, [Figure 9](#) shows two prompts in the call volume type reports that invoke the `servicetype_lov` and `servicesubtype_lov` lists of values. When you click {--Show List of Values--}, Interactive Insights queries the corresponding fields in the Info Mart and displays the up-to-date listing of service types (in this example) in the list box.

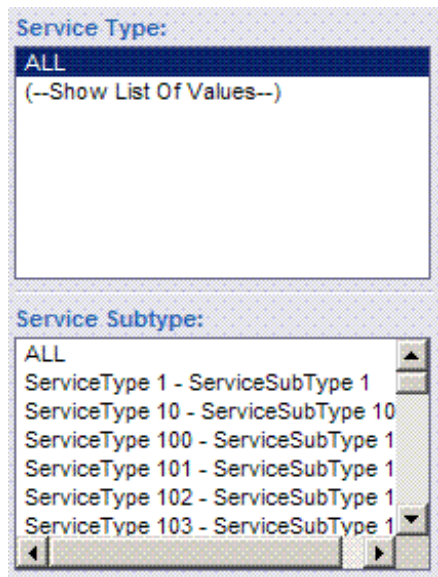


Figure 9: Invoking a Dynamic LOV

Interactive Insights employs the following list of values in the prompts that are used by the Interactive Insights reports:

- [agentgroup\\_lov](#)
- [agentname\\_lov](#)
- [ani\\_lov](#)
- [businessresult\\_lov](#)
- [customersegment\\_lov](#)
- [daterange\\_lov](#)
- [daydaterange\\_lov](#)
- [dnis\\_lov](#)
- [hour\\_lov](#)
- [interactiontype\\_lov](#)
- [queuevq\\_lov](#)
- [queuevqgroup\\_lov](#)
- [reasoncodetype\\_lov](#)
- [servicetype\\_lov](#)
- [servicesubtype\\_lov](#)
- [strategyname\\_lov](#)
- [tenantname\\_lov](#)

For additional information about lists of values and other universe elements, refer to the “Building universes” chapter in the Business Objects *Universe Designer* guide.

## Description of Form Labels

<b>Form Title</b>	Displays the name of the Interactive Insights list of values.
<b>LOV Type</b>	Either Predefined or Dynamic.
<b>Info Mart Table.Column</b>	Identifies the name of the column in the source Info Mart table from which data is pulled.
<b>Introduced In</b>	Lists the generally available release in which the list of values was first introduced.
<b>Discontinued In</b>	Identifies the first, generally available release in which the list of values was no longer available.

**Description** Describes the values that the LOV returns when it is invoked by an Interactive Insights report.

**Note:** Items that have been marked for deletion in the Info Mart, but that have not yet been purged, will appear as a value in lists of values.

## The Lists of Values

### agentgroup\_lov

PROMPT NAME Agent Group	<b>DESCRIPTION</b> Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agent groups in your contact center. Interactive Insights queries the GROUP_ Genesys Info Mart table for this information, searching for values for which GROUP_TYPE = "AGENT".  When this list of values is invoked, the names of agent groups appear, in alphanumeric order, in the Agent Group list box of agent-related Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
<b>INFO MART TABLE.COLUMN</b> GROUP_.GROUP_NAME WHERE GROUP_TYPE_CODE = 'UNKNOWN' or WHERE GROUP_TYPE_CODE = 'AGENT'	

### agentname\_lov

PROMPT NAME Agent	<b>DESCRIPTION</b>  Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of active agents in your contact center. Interactive Insights queries the RESOURCE_ Info Mart table for this information, searching for values for which RESOURCE_TYPE = "AGENT" .  When this list of values is invoked, the names of agents (which are stored in the RESOURCE_NAME field) appear, in alphanumerical order, in the Agent list box of all agent-related Interactive Insights reports  <b>Note:</b> For the Interaction Detail reports, the selected agent is applied against interactions that are recorded in the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT tables—not the INTERACTION_FACT table.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
<b>INFO MART TABLE.COLUMN</b> RESOURCE_.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='AGENT'	

## ani\_lov

PROMPT NAME ANI	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from source addresses that are stored in the INTERACTION_FACT table for the tenant. When this list of values is invoked, ANI values appear, in alphanumerical order, in the ANI list box of the Interaction Detail Interactive Insights reports
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN N/A	INFO MART TABLE.COLUMN INTERACTION_FACT.SOURCE_ADDRESS

## businessresult\_lov

PROMPT NAME Business Result	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of business results in your contact center. Interactive Insights queries the INTERACTION_DESCRIPTOR Info Mart table for this information, searching for unique values that are stored in the BUSINESS_RESULT field.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	When you invoke this list of values, the business results appear, in alphanumeric order, in the Business Result list box of certain Call Volume and Agent Group Interactive Insights reports.
	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR.BUSINESS_RESULT

## customersegment\_lov

PROMPT NAME Customer Segment	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of customer segments in your contact center. Interactive Insights queries the INTERACTION_DESCRIPTOR Info Mart table for this information, searching for unique values that are stored in the CUSTOMER_SEGMENT field.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	When you invoke this list of values, the customer segments appear, in alphanumeric order, in the Customer Segment list box of certain Call Volume and Agent Group Interactive Insights reports.
	INFO MART TABLE.COLUMN INTERACTION_DESCRIPTOR.CUSTOMER_SEGMENT



## daterange\_lov

PROMPT NAME Pre-set Date Filter	<p>DESCRIPTION</p> <p>This list provides predefined, convenient, and rolling time ranges, spanning one day or more, over which to run Interactive Insights reports. These values appear when you click {--Show List Of Values--} in the Pre-set Date Filter list box of all Interactive Insights reports. The predefined values that are available may change from report to report.</p> <p>The range of time that is offered by the Last Week value is one week—beginning at 12:00:00 AM on Monday of the first full week before the current week and ending at 11:59:59 PM on the following Sunday. The time range for Last Month begins on the first day of the first full month prior to the current month and ends on the last day of that month. The Month to Date, Quarter to Date, and Year to Date selections use the current month, quarter, and year to provide data. As with any date selection(s), report results reflect Info Mart data as of the last transformation and aggregation runs.</p> <p>If both a preset date and a report date are specified on a report, the preset date value overrides a specified report date value.</p> <p><b>Note:</b> RELATIVE_RANGE is a view reserved for internal computations. Its definition is described neither in the GIM nor the Interactive Insights documentation sets.</p>
LOV TYPE Predefined	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
INFO MART TABLE.COLUMN RELATIVE_RANGE.RANGE_NAME	

## daydaterange\_lov

PROMPT NAME Pre-set Date Filter	<p>DESCRIPTION</p> <p>This list provides predefined, convenient, and rolling one-day time ranges over which to run Interactive Insights reports. These values appear when you click {--Show List Of Values--} in the Pre-set Date Filter list box of all Interactive Insights reports.</p> <p>The range of time that is offered by the Last DAY and Yesterday values is one day—from the beginning of the day to the end of that day. If both a preset date and a report date are specified on a report, the preset date value overrides a specified report date value.</p> <p><b>Note:</b> RELATIVE_RANGE is a view reserved for internal computations. Its definition is described neither in the GIM nor the Interactive Insights documentation sets.</p> <p><b>Note:</b> For the Interaction Detail reports, the selected range of time is applied against interactions that are recorded in the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT tables—not the INTERACTION_FACT table.</p> <p>INFO MART TABLE.COLUMN RELATIVE_RANGE.RANGE_NAME WHERE DAY_FLAG=1</p>
LOV TYPE Predefined	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	

## dnis\_lov

PROMPT NAME DNIS	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from target addresses that are stored in the INTERACTION_FACT table for the tenant. When this list of values is invoked, DNIS values appear, in alphanumerical order, in the DNIS list box of the Interaction Detail Interactive Insights reports
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN N/A	INFO MART TABLE.COLUMN INTERACTION_FACT.TARGET_ADDRESS

## hour\_lov

PROMPT NAME From Hour To Hour	DESCRIPTION This predefined list of values corresponds to the hours in a day, where: <ul style="list-style-type: none"> <li>• 0 represents the first hour, from 12:00:00 AM to 12:59:59 AM.</li> <li>• 1 represents the second hour, from 01:00:00 AM to 01:59:59 AM.</li> <li>...</li> <li>• 23 represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM.</li> <li>• 24 also represents the twenty-fourth hour, from 23:00:00 AM to 11:59:59 PM</li> </ul>
LOV TYPE Predefined	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	INFO MART TABLE.COLUMN GI2_CONSTANTS WHERE TYPE='HOUR'  <b>Note:</b> GI2_CONSTANTS is a view that is reserved for internal computations. Its definition is described neither in the GIM nor the Interactive Insights documentation sets.

## interactiontype\_lov

PROMPT NAME Interaction Type	DESCRIPTION Interactive Insights dynamically generates the values that make up this list from information that describes interaction types in your contact center. Interactive Insights queries the INTERACTION_TYPE Info Mart table for this information. The default interaction types are the following: <ul style="list-style-type: none"> <li>• Inbound</li> <li>• Internal</li> <li>• Outbound</li> <li>• Unknown</li> </ul>
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN N/A	INFO MART TABLE.COLUMN INTERACTION_TYPE.INTERACTION_TYPE

## queuevq\_lov

PROMPT NAME Queue/VQ	<p>DESCRIPTION</p> <p>Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of queues and virtual queues in your contact center. Interactive Insights queries the RESOURCE_ Info Mart table for this information, searching for values where the resource type is "QUEUE". This classification includes ACD and virtual queues.</p>
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	<p>When you invoke this list of values, the names of the queues/virtual queues appear, in alphanumeric order, in the Queue/VQ list box of all Interactive Insights reports that summarize data about queues and/or virtual queues of all queue- and/or virtual queue-related Interactive Insights reports.</p> <p><b>Note:</b> For the Interaction Detail reports, the selected queue/virtual queue(s) is applied against interactions that are recorded in the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT tables—not the INTERACTION_FACT table.</p>
<p>INFO MART TABLE.COLUMN</p> <p>RESOURCE_.RESOURCE_NAME WHERE RESOURCE_TYPE_CODE='QUEUE'</p>	

## queuevqgroup\_lov

PROMPT NAME Queue/VQ Group	<p>DESCRIPTION</p> <p>Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of queue groups in your contact center. Interactive Insights queries the GROUP_ Genesys Info Mart table for this information, searching for values for which GROUP_TYPE="QUEUE".</p>
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	<p>When you invoke this list of values, the names of the groups appear, in alphanumeric order, in the Queue/VQ Group list box of all Interactive Insights reports that summarize data for queues and/or virtual queues of all queue- and/or virtual queue-related Interactive Insights reports.</p>
<p>INFO MART TABLE.COLUMN</p> <p>GROUP_.GROUP_NAME WHERE GROUP_TYPE_CODE='QUEUE'</p>	

## reasoncodetype\_lov

PROMPT NAME None	<p>DESCRIPTION</p> <p>Interactive Insights dynamically generates the values that compose this list from unique values that are stored in the RESOURCE_STATE_REASON.REASON_NAME field of the Info Mart. The resultant set is used internally in the Interactive insights reports that provide details about agent state.</p>
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	<p>INFO MART TABLE.COLUMN</p> <p>RESOURCE_STATE_REASON.REASON_NAME</p>

## servicetype\_lov

PROMPT NAME Service Type	<b>DESCRIPTION</b>  Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of service types in your contact center. Interactive Insights queries the INTERACTION_DESCRIPTOR Info Mart table for this information, searching for unique values stored in the SERVICE_TYPE field.  When you invoke this list of values, the service types appear, in alphanumeric order, in the Service Type list box of certain Call Volume and Agent Group Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
<b>INFO MART TABLE.COLUMN</b> INTERACTION_DESCRIPTOR.SERVICE_TYPE	

## servicesubtype\_lov

PROMPT NAME Service Subtype	<b>DESCRIPTION</b>  Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of service subtypes in your contact center. Interactive Insights queries the INTERACTION_DESCRIPTOR Info Mart table for this information, searching for unique values that are stored in the SERVICE_SUBTYPE field.  When you invoke this list of values, the service subtypes—along with their parent service types—appear, in alphanumeric order, in the Service Subtype list box of certain Call Volume and Agent Group Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.0	
DISCONTINUED IN N/A	
<b>INFO MART TABLE.COLUMN</b> INTERACTION_DESCRIPTOR.SERVICE_SUBTYPE	

## strategyname\_lov

PROMPT NAME Strategy Type	<b>DESCRIPTION</b> Interactive Insights dynamically generates the values that make up this list from information that describes the types of strategies in your contact center. Interactive Insights queries the STRATEGY Info Mart table for this information.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.2	
DISCONTINUED IN N/A	<b>INFO MART TABLE.COLUMN</b> STRATEGY.STRATEGY_TYPE

## tenantname\_lov


PROMPT NAME Service Subtype	<b>DESCRIPTION</b>  Interactive Insights dynamically generates the values that make up this list from information that describes the configuration of tenants in your contact center. Interactive Insights queries the TENANT Info Mart table for this information, searching for unique values that are stored in the TENANT_NAME field.  When you invoke this list of values, the tenants appear, in alphanumeric order, in the Tenant list box of all Interactive Insights reports.
LOV TYPE Dynamic	
INTRODUCED IN 7.6.1	
DISCONTINUED IN N/A	
<b>INFO MART TABLE.COLUMN</b> TENANT.TENANT_NAME	



## Chapter

# 6

## Interactive Insights Measures

A *measure* is the estimation of the magnitude of an object. In the Business Objects Universe Designer (XI 3.1), a measure object is represented by a section of a yellow ruler (  ) in the **Classes** and **Objects** panel. (This symbol is different in previous BOE releases.) In Interactive Insights, measures are dynamic; they contain aggregate functions that map to statistics in the Info Mart. Refer to the “Building Universes” chapter in the Business Objects *Universe Designer* guide for an in-depth discussion about measures and other universe elements.

This chapter describes the measures that are provided by the Genesys Interactive Insights universe. It contains the following sections:

- [List of Measures, by Class, page 117](#)
- [Description of Form Labels, page 119](#)
- [The Measures, page 122](#)

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## List of Measures, by Class

This chapter describes the following measures which are provided in the Interactive Insights 7.6 universe. The following list presents groups measures alphabetically by the classes in which they fall. Measures that appear in italic font within Designer are hidden from report users and omitted from description in this chapter.

Activity		
<a href="#">% Calls Transferred</a>	<a href="#">Calls Abandoned Ringing</a>	<a href="#">Consult Time</a>
<a href="#">ACW</a>	<a href="#">Calls Conference Initiated</a>	<a href="#">Handle Time</a>
<a href="#">ACW Time</a>	<a href="#">Calls Conference Received</a>	<a href="#">Hold</a>
<a href="#">Avg ACW Time</a>	<a href="#">Calls Inbound</a>	<a href="#">Hold Time</a>
<a href="#">Avg Consult Time</a>	<a href="#">Calls RONA</a>	<a href="#">Ring Time</a>
<a href="#">Avg Handle Time</a>	<a href="#">Calls Transferred</a>	<a href="#">Calls Short Talk</a>
<a href="#">Avg Hold Time</a>	<a href="#">Consult</a>	<a href="#">Talk Time</a>
<a href="#">Avg Talk Time</a>	<a href="#">Consult ACW Time</a>	

Business Attribute		
% Calls Abandoned	Avg Talk Time	Consult
% Calls Answered	Avg Time to Abandon	Consult Time
% Calls Transferred Agent	Calls Abandoned	Handle Time
% Service Level	Calls Answered	Hold
ACW	Calls Answered Agent	Hold Time
ACW Time	Calls Answered in Threshold	Max Time to Abandon
ASA	Calls Entered	Max Time to Answer
Avg ACW Time	Calls Entered with Objective	Talk Time
Avg Consult Time	Calls Offered	Time to Abandon
Avg Handle Time	Calls Short Abandoned	Time to Answer
Avg Hold Time	Calls Transferred Agent	
Flow	Handling Attempt	
Duration	Conference Initiated Time	Customer Talk Time
	Conference Received Time	Queue Time
	Customer ACW Time	Response Time
	Customer Dial Time	Routing Point Time
	Customer Handle Time	Skill Matched
	Customer Hold Time	Skill Requested
	Customer Ring Time	Total Duration
Interval		
% Consult Time	Consult	Inbound ACW
% Hold Time	Consult ACW Time	Inbound ACW Time
% Inbound ACW Time	Consult Time	Login Time
% Talk Time	Hold	Talk Time
Calls Answered	Hold Time	
Login Detail	Reason	State Detail
Login Time Detail	% Not Ready Reason Time	State Time Detail
	% Not Ready Time Rsn	
	Login Time Rsn	
	Not Ready Reason Count	
	Not Ready Reason Time	
	Not Ready Time Rsn	
State		
% ACW InCall Time	% Unknown State Time	Not Ready
% ACW OutCall Time	ACW	Not Ready InCall
% ACW Time	ACW InCall	Not Ready InCall Time
% Not Ready InCall Time	ACW InCall Time	Not Ready OutCall
% Not Ready OutCall Time	ACW OutCall	Not Ready OutCall Time
% Not Ready Time	ACW OutCall Time	Not Ready Time
% Occupancy	ACW Time	Ready Time
% Ready Time	Login Time	Unknown State Time



Queue/Virtual Queue		
% Calls Abandoned	ACW	Calls Answered STI 5
% Calls Abandoned Ringing	ACW Time	Calls Answered STI 6
% Calls Abandoned STI 1	ASA	Calls Answered STI 7
% Calls Abandoned STI 2	Avg ACW Time	Calls Answered STI 8
% Calls Abandoned STI 3	Avg Handle Time	Calls Answered STI 9
% Calls Abandoned STI 4	Avg Hold Time	Calls Answered STI 10
% Calls Abandoned STI 5	Avg Inbound Time	Calls Distributed
% Calls Abandoned STI 6	Avg Time to Abandon	Calls Diverted
% Calls Abandoned STI 7	Calls Abandoned	Calls Entered
% Calls Abandoned STI 8	Calls Abandoned Ringing	Calls Offered
% Calls Abandoned STI 9	Calls Abandoned STI 1	Calls RONA
% Calls Abandoned STI 10	Calls Abandoned STI 2	Calls Routed Other
% Calls Answered	Calls Abandoned STI 3	Calls Short Abandoned
% Calls Answered Agent	Calls Abandoned STI 4	Calls Standard Abandoned
% Calls Answered STI 1	Calls Abandoned STI 5	Calls Transferred Agent
% Calls Answered STI 2	Calls Abandoned STI 6	Consult
% Calls Answered STI 3	Calls Abandoned STI 7	Consult ACW Time
% Calls Answered STI 4	Calls Abandoned STI 8	Consult Time
% Calls Answered STI 5	Calls Abandoned STI 9	Handle Time
% Calls Answered STI 6	Calls Abandoned STI 10	Hold
% Calls Answered STI 7	Calls Answered	Hold Time
% Calls Answered STI 8	Calls Answered Agent	Max Time to Abandon
% Calls Answered STI 9	Calls Answered in Threshold	Max Time to Answer
% Calls Answered STI 10	Calls Answered Others	Max Time to Non-Short Abandon
% Calls Distributed	Calls Answered STI 1	Standard Abandoned Time
% Calls Short Abandoned	Calls Answered STI 2	Talk Time
% Calls Transferred Agent	Calls Answered STI 3	Time to Abandon
% Service Level	Calls Answered STI 4	Wait Time to Answer
Service Objects		
Bound 1	Bound 5	Bound 9
Bound 2	Bound 6	Bound 10
Bound 3	Bound 7	Bound 11
Bound 4	Bound 8	

There are no measures in the Time class.

The names of measures include the class in which they belong. So, for instance, the three `Calls Answered` measures that are listed are differentiated by the `Interval`, `Queue/Virtual Queue`, and `Business Attribute` classes in which they are defined.

## Description of Form Labels

**Note:** Some measures are marked as hidden in Designer. Report designers cannot access these measures when creating new reports but their values are displayed in any generated reports that use them. These measures are for administrative use only and are not documented in this guide. In the Designer interface, these measures appear in italicized font.

<b>Form Title</b>	The name of the Interactive Insights measure.
<b>Class</b>	Displays the class to which this measure belongs. The listed class is hyperlinked so that you can obtain more information about class contents.
<b>Media Type</b>	Either VOICE or NONE . The 7.6 release does not compute statistics for other media types, such as EMAIL or CHAT .
<b>Measure Type</b>	<p>Any of the following:</p> <ul style="list-style-type: none"> <li>Disposition—Counts and durations of interactions are attributed to that interval in which the interactions arrived at the resource DN (such as, the agent’s DN) and only upon termination of the interaction.</li> <li>Interval—Counts and durations of interactions are attributed to the reporting interval in which the interactions occur and are clipped where interactions cross over multiple intervals.</li> </ul> <hr/> <p>Note: Not all interval measures reside in the Interval class.</p> <hr/> <ul style="list-style-type: none"> <li>Detail—Provides the duration of one activity.</li> </ul> <hr/> <p>Note: Do not confuse the detail measure classification with detail dimensions, which are described in Chapter 3, “Interactive Insights Dimensions” on <a href="#">page 71</a>.</p> <hr/> <p>Disposition, interval, and detail measures can further be classified as additive or nonadditive (such as ratios and averages).</p>
<b>Data Type</b>	<p>Represents the general classification of how the data is represented through the Interactive Insights universe. It is either of the following:</p> <ul style="list-style-type: none"> <li>Number</li> <li>Date</li> </ul>
<b>Alternate?</b>	<p>Indicates whether Genesys supports an alternate formula for this measure’s definition. If so, then this value is Yes; you can view the alternate definition within the measure’s properties in Designer. The <i>Genesys Interactive Insights 7.6 User’s Guide</i> provides instruction on how to customize measure definitions.</p> <p>If an alternate definition is not supported, this value is No .</p>
<b>Agg’n Function</b>	<p>The aggregation function that is used. It is either of the following:</p> <ul style="list-style-type: none"> <li>MAX</li> <li>SUM</li> <li>None</li> <li>Db delegated</li> </ul> <p>This Business Objects function allows you to delegate the aggregation of a nonadditive (ratio, average, timestamps) measure to the database server. Refer to the Business Objects <i>Universe Designer</i> guide for more information about this and other aggregation functions.</p>



	<div>Note: If you change the definition of a measure, be sure to verify that the appropriate aggregation function is assigned. With certain changes, the Designer application may reset this value to the default function: Sum.</div>
Introduced In	Lists the release in which the measure was first introduced.
Discontinued In	Identifies the first generally available release in which the measure was no longer available.
	<div>Note: The discontinued measures that were available in the initial 7.6 release are no longer listed in this chapter. No measures were discontinued from the 7.6.1 release, so that this area of the form states N/A for all measures.</div>
Description	<p>A general description of the measure. Refer to the Appendix A, “Dictionary of Data Elements” on <a href="#">page 203</a> for definitions of specific terms that are used within these descriptions.</p> <p>For those measures that provide durations, the Interactive Insights reports convert duration values from seconds (representing how they are stored in Info Mart) to HH:MM:SS (hour:minute:second) format for easier interpretation.</p> <p>The following description pertains to all resource groups (agent group, queue groups, etc.) and is not included in descriptions of measures. For those resources that were added to a resource group during the reporting interval, the measures exclude call activity that occurred during the interval before the resource was enrolled as a group member. Likewise, if the resource was removed from the resource group during the reporting interval, the measures exclude call activity that occurred during the reporting interval after the resource left the resource group.</p>
Info Mart Table.Column	<p>The table and column from where data is retrieved in the Info Mart. This section does not include the names of views that are referenced by the measure nor does it list the table alias that is actually in use within the universe. These aliases include the following:</p> <ul style="list-style-type: none"><li>AG2_INB_V_I_SESS_ST_R_SUBHR for AG2_INB_V_I_SESS_STATE_SUBHR</li><li>AG2_INB_V_I_SESS_ST_R_HOUR for AG2_INB_V_I_SESS_STATE_HOUR</li><li>AG2_INB_V_I_SESS_ST_R_DAY for AG2_INB_V_I_SESS_STATE_DAY</li><li>GROUP_Q for GROUP_</li><li>FILTERED_V_INTERACTION_FACT for a union of select rows that belong to the MEDIATION_SEGMENT_FACT and INTERACTION_RESOURCE_FACT tables</li><li>RESOURCE_Q for RESOURCE_</li><li>RESOURCE_GROUP_COMBINATION_Q for RESOURCE_GROUP_COMBINATION</li></ul> <p>Where the reports retrieve data from more than one aggregation table, this field abbreviates aggregate table names as follows:</p> <ul style="list-style-type: none"><li>H – HOUR</li><li>D – DAY</li><li>M – MONTH</li></ul>

So, for example, an Info Mart table and column designation of AG2\_INB\_V\_I\_XN\_AGENT\_GRP\_[H, D, M].TOTAL\_ACW\_COUNT, retrieves data from the TOTAL\_ACW\_COUNT columns of the following three aggregate tables:

- AG2\_INB\_V\_I\_XN\_AGENT\_GRP\_HOUR
- AG2\_INB\_V\_I\_XN\_AGENT\_GRP\_DAY
- AG2\_INB\_V\_I\_XN\_AGENT\_GRP\_MONTH

**Internal Metric ID** An ID that further identifies the measure. This ID is for reference only. The Interactive Insights reports do not reference this ID nor is it used for computations.

**Used In Report(s)** Indicates the out-of-box Interactive Insights reports that directly call this measure. For those measures that are not directly called by any report, this area reads None.

Please note that some measures, for which None is indicated, might be indirectly called by an Interactive Insights report. Such measures might be used in the definitions of composite measures that are referenced by the Interactive Insights reports. Such is the case, for example, for the Queue/Virtual Queue\Wait Time to Answer measure. This measure is not directly called by any of the reports, but it is part of the definition of the Queue/Virtual Queue\ASA measure, which is used in three reports.

## The Measures

### % ACW InCall Time

CLASS State		DESCRIPTION The percentage of time that this agent spent on inbound calls received within the reporting interval while the agent DN's were in ACW state to the DN's total ACW state duration within the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the ACW InCall Time and ACW Time State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_InCall_Time_PCT	USED IN REPORT(S) Agent ACW Report

## % ACW OutCall Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time that this agent spent on calls that the agent dialed within the reporting interval while his/her DN's were in ACW state to the DN's total ACW state duration within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">ACW OutCall Time</a> and <a href="#">ACW Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_OutCall_Time_PCT	USED IN REPORT(S) <a href="#">Agent ACW Report</a>

## % ACW Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time that this agent spent in ACW state within the reporting interval to the total duration of the agent's login session within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">ACW Time</a> and <a href="#">Login Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_Time_PCT	USED IN REPORT(S) <a href="#">Agent ACW Report</a>

## % Calls Abandoned

CLASS <a href="#">Business Attribute</a>	DESCRIPTION The percentage of inbound calls that entered the contact center during the reporting interval, were assigned to this business attribute, and were subsequently abandoned to the total number of inbound calls that entered the contact center during the reporting interval and were assigned this business attribute.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned</a> and <a href="#">Calls Entered</a> Business Attribute measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_CallsAbandoned_PCT	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>

## % Calls Abandoned

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: <ul style="list-style-type: none"> <li>• <b>Queue/VQ Dimension:</b> The percentage of inbound calls that both entered this ACD or virtual queue and were subsequently abandoned to the total number of inbound calls that entered this ACD or virtual queue.</li> <li>• <b>Queue/VQ Group Dimension:</b> The percentage of inbound calls that both entered an ACD or virtual queue that belongs to this queue group and were subsequently abandoned to the total number of inbound calls that entered an ACD or virtual queue that belongs to this queue group.</li> </ul>		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned</a> and <a href="#">Calls Entered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_PCT	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>

## % Calls Abandoned Ringing

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval, were distributed to a resource, and were subsequently abandoned while ringing at an agent's DN to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently offered to a resource.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned Ringing</a> and <a href="#">Calls Offered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandonedRinging_PCT	USED IN REPORT(S) None

## % Calls Abandoned STI 1

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned prior to the first abandon threshold to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The first abandon threshold is defined by the abandon-duration-range-01-thold GIM configuration option. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 1</a> and <a href="#">Calls Abandoned</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>



## % Calls Abandoned STI 2

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the first and second abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The first and second abandon thresholds are defined by the <code>abandon-duration-range-01-thold</code> and <code>abandon-duration-range-02-thold</code> GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 2</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 3

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the second and third abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The second and third abandon thresholds are defined by the abandon-duration-range-02-thold and abandon-duration-range-03-thold GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 3</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 4

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the third and fourth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The third and fourth abandon thresholds are defined by the abandon-duration-range-03-thold and abandon-duration-range-04-thold GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 4</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 5

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the fourth and fifth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The fourth and fifth abandon thresholds are defined by the <code>abandon-duration-range-04-thold</code> and <code>abandon-duration-range-05-thold</code> GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 5</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 6

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the fifth and sixth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The fifth and sixth abandon thresholds are defined by the <code>abandon-duration-range-05-thold</code> and <code>abandon-duration-range-06-thold</code> GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 6</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 7

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the sixth and seventh abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The sixth and seventh abandon thresholds are defined by the abandon-duration-range-06-thold and abandon-duration-range-07-thold GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 7</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 8

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the seventh and eighth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The seventh and eighth abandon thresholds are defined by the <code>abandon-duration-range-07-thold</code> and <code>abandon-duration-range-08-thold</code> GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 8</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 9

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the eighth and ninth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The eighth and ninth abandon thresholds are defined by the <code>abandon-duration-range-08-thold</code> and <code>abandon-duration-range-09-thold</code> GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 9</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Abandoned STI 10

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently abandoned within the interval that is defined by the ninth and tenth abandon thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned. The ninth and tenth abandon thresholds are defined by the abandon-duration-range-09-thold and abandon-duration-range-10-thold GIM configuration options respectively. This measure excludes calls that were abandoned after distribution from the ACD or virtual queue, but it includes short-abandoned calls if they fall within the aforementioned abandon thresholds.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned STI 10</a> and <a href="#">Calls Abandoned Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs_PCT	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## % Calls Answered

CLASS Business Attribute		DESCRIPTION The percentage of inbound calls that entered the contact center during the reporting interval, were assigned to this business attribute, and were subsequently answered to the total number of inbound calls that entered the contact center during the reporting interval, were assigned to this business attribute, and were subsequently offered to a resource.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the Calls Answered and Calls Offered Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_IB_CallsAnswered_PCT	USED IN REPORT(S) Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## % Calls Answered

CLASS Queue/Virtual Queue		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Queue/VQ Dimension:</b> The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval.  • <b>Queue/VQ Group Dimension:</b> The percentage of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were subsequently distributed and answered to the total number of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered</a> and <a href="#">Calls Offered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnswered_PCT	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Report</a>

## % Calls Answered Agent

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were offered to a resource.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered Agent</a> and <a href="#">Calls Offered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_PCT	USED IN REPORT(S) None



## % Calls Answered STI 1

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents prior to the first service time interval to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The first service time interval is defined by the <code>init-resp-duration-range-01-thold</code> GIM configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 1</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 2

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that was defined by the first and second service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The first and second service time intervals are defined by the <code>init-resp-duration-range-01-thold</code> and <code>init-resp-duration-range-02-thold</code> GIM configuration options respectively.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 2</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 3

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that was defined by the second and third service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The second and third service time intervals are defined by the <code>init-resp-duration-range-02-thold</code> and <code>init-resp-duration-range-03-thold</code> GIM configuration options respectively.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 3</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 4

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the third and fourth service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The third and fourth service time intervals are defined by the <code>init-resp-duration-range-03-thold</code> and <code>init-resp-duration-range-04-thold</code> GIM configuration options respectively.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 4</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 5

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the fourth and fifth service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The fourth and fifth service time intervals are defined by the <code>init-resp-duration-range-04-thold</code> and <code>init-resp-duration-range-05-thold</code> GIM configuration options respectively.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 5</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 6

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the fifth and sixth service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The fifth and sixth service time intervals are defined by the <code>init-resp-duration-range-05-thold</code> and <code>init-resp-duration-range-06-thold</code> GIM configuration options respectively.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 6</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>



## % Calls Answered STI 7

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the sixth and seventh service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The sixth and seventh service time intervals are defined by the <code>init-resp-duration-range-06-thold</code> and <code>init-resp-duration-range-07-thold</code> GIM configuration options respectively.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 7</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 8

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the seventh and eighth service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The seventh and eighth service time intervals are defined by the <code>init-resp-duration-range-07-thold</code> and <code>init-resp-duration-range-08-thold</code> GIM configuration options respectively.	
MEDIA TYPE Voice			
MEASURE TYPE Composite			
DATA TYPE Disposition			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 8</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 9

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents within the service time interval that is defined by the eighth and ninth service time thresholds to all inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by agents. The eighth and ninth service time intervals are defined by the <code>init-resp-duration-range-08-thold</code> and <code>init-resp-duration-range-09-thold</code> GIM configuration options respectively.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 9</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Answered STI 10

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The percentage of inbound calls that represent the difference between all inbound calls that are answered by an agent and the total number of those calls that are answered in the first through ninth service time thresholds to all inbound calls that entered this ACD or virtual queue.  Unlike the preceding % Calls Answered STI measures, this measure does not rely on the value of the <code>init-resp-duration-range-10-thold</code> GIM configuration option.  This measure is attributed to the interval in which the call entered the ACD or virtual queue.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered STI 10</a> Queue/Virtual Queue measure and <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT</code> .	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs_PCT</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## % Calls Distributed

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: <ul style="list-style-type: none"> <li>• <b>Queue/VQ Dimension:</b> The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed to a resource to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were offered to a resource.</li> <li>• <b>Queue/VQ Group Dimension:</b> The percentage of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were subsequently distributed to a resource to the total number of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were offered to a resource.</li> </ul>		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Distributed</a> and <a href="#">Calls Offered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsDistributed_PCT</code>	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Report</a>

## % Calls Short Abandoned

CLASS Queue/Virtual Queue		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Queue/VQ Dimension:</b> The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned within a specific threshold to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were abandoned.  • <b>Queue/VQ Group Dimension:</b> The percentage of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were abandoned within a specific threshold to the total number of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were abandoned.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Short Abandoned</a> and <a href="#">Calls Entered Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_ShortAbandons_PCT	USED IN REPORT(S) None

## % Calls Transferred

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Agent Dimension:</b> The percentage of answered inbound calls that were transferred by this agent during the reporting interval to the total number of inbound calls that this agent answered during the reporting interval.  • <b>Agent Group Dimension:</b> The percentage of answered inbound calls that were transferred by agents who belong to this agent group during the reporting interval to the total number of inbound calls that agents who belong to this agent group answered during the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Transferred</a> and <a href="#">Calls Inbound</a> Activity measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID A_IB_Transfer_Made_PCT	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Utilization Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## % Calls Transferred Agent

CLASS Business Attribute		DESCRIPTION The percentage of inbound calls that entered the contact center during the reporting interval, were assigned this business attribute, and were subsequently answered and transferred by agents to the total number of inbound calls that entered the contact center during the reporting interval, were assigned this business attribute, and were subsequently answered by agents.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Transferred Agent</a> and <a href="#">Calls Answered Agent</a> Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_IB_CallsTransferred_Agent_PCT	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## % Calls Transferred Agent

CLASS Queue/Virtual Queue		DESCRIPTION The percentage of inbound calls that entered this ACD or virtual queue during the reporting interval, were distributed, answered, and then transferred by agents to the total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were distributed and answered by agents.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Transferred Agent</a> and <a href="#">Calls Answered Agent</a> Queue/Virtual Queue measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_CallsTransferred_Agent_PCT	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## % Consult Time

CLASS Interval		DESCRIPTION The percentage of time within the reporting interval that this agent spent on inbound consult calls that were received to the total duration of this agent's login session within the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the Consult Time and Login Time Interval measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Consult_Time_PCT	USED IN REPORT(S) Agent Interval Based Report

## % Hold Time

CLASS <a href="#">Interval</a>	DESCRIPTION The percentage of time this agent had inbound calls on hold within the reporting interval to the total duration of the agent's login session within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Hold Time</a> and <a href="#">Login Time</a> Interval measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Hold_Time_PCT	USED IN REPORT(S) <a href="#">Agent Interval Based Report</a>

## % Inbound ACW Time

CLASS <a href="#">Interval</a>	DESCRIPTION The percentage of time within the reporting interval that this agent spent in ACW state to the total duration of the agent's login session within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Inbound ACW Time</a> and <a href="#">Login Time</a> Interval measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_ACW_Time_PCT	USED IN REPORT(S) <a href="#">Agent Interval Based Report</a>

## % Not Ready InCall Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time that this agent spent on inbound calls that were answered within the reporting interval while the agent was in the NotReady state to the agent's total NotReady duration within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Not Ready InCall Time</a> and <a href="#">Not Ready Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_InCall_Time_PCT	USED IN REPORT(S) <a href="#">Agent Not Ready Report</a>

## % Not Ready OutCall Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time that this agent spent on calls that were dialed within the reporting interval while the agent was in the NotReady state to the agent's total NotReady duration within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Not Ready OutCall Time</a> and <a href="#">Not Ready Time State</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_OutCall_Time_PCT	USED IN REPORT(S) <a href="#">Agent Not Ready Report</a>

## % Not Ready Reason Time

CLASS <a href="#">Reason</a>	DESCRIPTION The percentage of time within the reporting interval that this agent was in the NotReady state that can be attributed to a specific hardware or software reason code to the agent's total NotReady duration within the reporting interval. If no reason codes have been set up in your environment, this measure returns 0.		
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Not Ready Reason Time</a> and <a href="#">Not Ready Time Rsn</a> Reason measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_Time_RC_PCT	USED IN REPORT(S) <a href="#">Agent Not Ready Reason Code Report</a>

## % Not Ready Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time within the reporting interval that this agent's state was NotReady to the total duration of the agent's login session within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Not Ready Time</a> and <a href="#">Login Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_Time_PCT	USED IN REPORT(S) <a href="#">Agent Inbound Utilization Report</a> <a href="#">Agent Not Ready Report</a>





## % Not Ready Time Rsn

CLASS <a href="#">Reason</a>	DESCRIPTION The percentage of the time the agent spends in the NotReady state to the total duration of the agent's login session.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Not Ready Time Rsn</a> and <a href="#">Login Time Rsn</a> Reason measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_Time_PCT	USED IN REPORT(S) <a href="#">Agent Not Ready Reason Code Report</a>

## % Occupancy

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time that this agent's state was Busy within the reporting interval to the total duration of the agent's login session within the reporting interval. This measure reflects the percentage of time that agents actually spent handling inbound calls against their available or idle time.  This measure is computed as login time less ready and not-ready time divided by the difference of login and not-ready time.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Ready Time</a> , <a href="#">Not Ready Time</a> , and <a href="#">Login Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_Occupancy_PCT	USED IN REPORT(S) <a href="#">Agent Inbound Utilization Report</a>

## % Ready Time

CLASS <a href="#">State</a>	DESCRIPTION The percentage of time within the reporting interval that this agent's state was Ready to the total duration of the agent's login session within the reporting interval.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Ready Time</a> and <a href="#">Login Time</a> State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_Ready_Time_PCT	USED IN REPORT(S) <a href="#">Agent Inbound Utilization Report</a>

## % Service Level

CLASS Business Attribute		DESCRIPTION  The service level that is delivered for this business attribute measured as a percentage of calls that were answered within a user-defined threshold during the reporting interval to all calls that are associated with this business attribute and were offered during the reporting interval.  <b>Note:</b> Prior to release 7.6.2, this measure was derived by using the <a href="#">Calls Offered</a> Business Attribute measure.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered in Threshold</a> and <a href="#">Calls Entered with Objective</a> Business Attribute measures.	
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_IB_ServiceLevel	USED IN REPORT(S) <a href="#">Business Metrics Executive Report</a> <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## % Service Level

CLASS Queue/Virtual Queue		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The service level of this ACD or virtual queue measured as a percentage of inbound calls that entered this ACD or virtual queue during the reporting interval and were answered within a user-defined threshold to all inbound calls that entered this ACD or virtual queue during the reporting interval and were offered to a resource.</li><li>• <b>Queue/VQ Group Dimension:</b> The service level of this queue group measured as a percentage of inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were answered within a user-defined threshold to all inbound calls that entered an ACD or virtual queue that belongs to this queue group during the reporting interval and were offered to a resource.</li></ul> <p>This measure yields results other than 0 only for inbound calls that were accepted by an agent. The threshold is defined by the q-answer-threshold-voice GIM configuration option.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Answered in Threshold</a> and <a href="#">Calls Offered</a> Queue/Virtual Queue measures.	
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID Q_VQ_IB_ServiceLevel	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Inbound Voice Traffic Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## % Talk Time

CLASS Interval		DESCRIPTION The percentage of time within the reporting interval that this agent spent talking with customers to the total duration of the agent's login session within the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Talk Time</a> and <a href="#">Login Time</a> Interval measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Time_PCT	USED IN REPORT(S) <a href="#">Agent Interval Based Report</a>

## % Unknown State Time

CLASS State		DESCRIPTION The percentage of time within the reporting interval that this agent's state was unknown (that is, neither Ready nor NotReady) after login to the total duration of the agent's login session within the reporting interval. The situation in which an agent's state is neither Ready nor NotReady can occur if the switch, for instance, does not force agents' DNs into the Ready state upon login.	
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the Unknown State Time and Login Time State measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_UnknownState_Time_PCT	USED IN REPORT(S) None

## ACW

CLASS Activity		<p>DESCRIPTION</p> <p>The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total number of times that this agent was in ACW state for inbound calls that the agent received and were assigned a business attribute.</li><li>• <b>Agent Group Dimension:</b> The total number of times that agents who belong to this agent group were in ACW state for inbound calls that they received and were assigned a business attribute.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total number of times that this agent was in ACW state for inbound calls that were distributed from this ACD or virtual queue and were assigned a business attribute.</li></ul> <p>This measure is attributed to the interval in which the agent was offered the inbound call for which ACW was invoked. This duration does not cease if the agent makes or receives a call while in ACW state. This count excludes ACW occurrences that are related to consult calls that the agent made.</p>	
MEDIA TYPE N/A			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_ACW_COUNT AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_ACW_COUNT AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_ACW_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_ACW_Number	USED IN REPORT(S) None

## ACW

CLASS Business Attribute		DESCRIPTION  The total number of times that agents entered ACW state for inbound calls that the agents received and were assigned to this business attribute. This measure is attributed to the interval in which the call entered the contact center and excludes ACW occurrences that are related to consult calls.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID.[H,D,M].TOTAL_ACW_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_ACW_Number	USED IN REPORT(S) None

## ACW

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that agents entered ACW state upon handling inbound calls that were distributed from this ACD or virtual queue. This count excludes instances of ACW that are related to consult calls that were queued for consultation and were distributed from this ACD or virtual queue.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_AGENT_ACW_COUNT AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_AGENT_ACW_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_ACW_Number	USED IN REPORT(S) None

## ACW

CLASS State		DESCRIPTION The total number of times within the reporting interval that this agent was in ACW state.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_ACW_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_Number	USED IN REPORT(S) None

## ACW InCall

CLASS State		DESCRIPTION The total number of times that this agent received inbound or internal calls while in ACW state.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[ S,H,D] .TOTAL_ACW_INCALL_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_InCall_Number	USED IN REPORT(S) Agent ACW Report

## ACW InCall Time

CLASS <a href="#">State</a>	DESCRIPTION The total amount of time, in seconds, that this agent spent handling inbound or internal calls that the agent answered while in ACW state. This duration includes ring time, talk time, and hold time.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_ACW_INCALL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_InCall_Time	USED IN REPORT(S) <a href="#">Agent ACW Report</a>

## ACW OutCall

CLASS <a href="#">State</a>	DESCRIPTION The total number of times that this agent placed internal or outbound calls while in ACW state.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_ACW_OUTCALL_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_OutCall_Number	USED IN REPORT(S) <a href="#">Agent ACW Report</a>

## ACW OutCall Time

CLASS <a href="#">State</a>	DESCRIPTION The total amount of time, in seconds, that this agent spent handling internal or outbound calls that the agent initiated while in ACW state. This duration includes dial time, talk time, and hold time.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_ACW_OUTCALL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_OutCall_Time	USED IN REPORT(S) <a href="#">Agent ACW Report</a>

## ACW Time

CLASS <a href="#">Activity</a>		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent spent in ACW state for inbound calls that the agent received and were assigned a business attribute.</li><li>• <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents who belong to this agent group spent in ACW state for inbound calls that the agents received and were assigned a business attribute.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that this agent was in ACW state for inbound calls that were distributed from this ACD or virtual queue and were assigned a business attribute.</li></ul> <p>This measure is attributed to the interval in which the agent was offered the inbound call for which ACW was invoked.</p> <p>Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the <code>gls-enable-acw-busy</code> configuration option.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_ACW_DURATION AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_ACW_DURATION AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_ACW_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a>

## ACW Time

CLASS Business Attribute		DESCRIPTION The total amount of time, in seconds, that resources spent in ACW state for inbound calls that were received and assigned this business attribute. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ H , D , M ] . TOTAL_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_ACW_Time	USED IN REPORT(S) None

## ACW Time

CLASS Queue/Virtual Queue		DESCRIPTION  The total amount of time, in seconds, that agents spent performing after call work for inbound calls that were distributed directly from this ACD or virtual queue.  Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_AGENT_ACW_DURATION AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_AGENT_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_ACW_Time	USED IN REPORT(S) Queue-Virtual Queue Summary Report

## ACW Time

CLASS State		DESCRIPTION  The total amount of time, in seconds, within the reporting interval that this agent spent in ACW state.  Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_ACW_Time	USED IN REPORT(S) Agent ACW Report

## ASA

CLASS Business Attribute		DESCRIPTION The average amount of time, in seconds, it takes agents to answer inbound calls that are assigned this business attribute.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the Time to Answer and Calls Answered Agent Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_IB_AvgSpeedOfAnswer	USED IN REPORT(S) Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		



## ASA

CLASS Queue/Virtual Queue		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The average amount of time, in seconds, that it takes resources to answer/accept inbound calls that were distributed from this ACD or virtual queue.</li><li>• <b>Queue/VQ Group Dimension:</b> The average amount of time, in seconds, that it takes resources to answer/accept inbound calls that were distributed from an ACD or virtual queue that belongs to this queue group.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Wait Time to Answer</a> and <a href="#">Calls Answered</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_AvgSpeedOfAnswer	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>

## Avg ACW Time

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The average amount of time, in seconds, that this agent spent on inbound calls while in ACW state.</li><li>• <b>Agent Group Dimension:</b> The average amount of time, in seconds, that agents that belong to this agent group, spent on inbound calls while in ACW state.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The average amount of time, in seconds, that this agent spent on inbound calls that were distributed from this ACD or virtual queue while in ACW state.</li></ul> This metric is measured in the reporting interval in which these inbound calls arrived at this agent's DN.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition		INFO MART TABLE.COLUMN Refer to the <a href="#">ACW Time</a> and <a href="#">ACW</a> Activity measures.	
DATA TYPE Number		INTERNAL METRIC ID A_AvgIB_ACW_Time	USED IN REPORT(S) <a href="#">Agent Conduct Report</a> <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a> <a href="#">Agent Inbound Utilization Report</a>
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg ACW Time

CLASS <a href="#">Business Attribute</a>	DESCRIPTION The average amount of time, in seconds, that agents spent performing after call work for inbound calls that were assigned to this business attribute.		
MEDIA TYPE N/A			
MEASURE TYPE Disposition			
DATA TYPE Number	INFO MART TABLE.COLUMN Refer to the <a href="#">ACW Time</a> and <a href="#">ACW Business Attribute</a> measures.		
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_AvgIB_ACW_Time	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg ACW Time

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The average amount of time, in seconds, that agents spent performing after call work for inbound calls that were distributed from this ACD or virtual queue.		
MEDIA TYPE N/A			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">ACW Time</a> and <a href="#">ACW Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_AvgIB_ACW_Time	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Avg Consult Time

CLASS <a href="#">Activity</a>	DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"> <li>• <b>Agent Dimension:</b> The average amount of time, in seconds, that this agent spent handling inbound consult calls that were received during the reporting interval.</li> <li>• <b>Agent Group Dimension:</b> The average amount of time, in seconds, that agents who belong to this agent group spent on inbound consult calls that they received.</li> </ul>		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number	INFO MART TABLE.COLUMN Refer to the <a href="#">Consult Time</a> and <a href="#">Consult Activity</a> measures.		
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID A_AvgIB_Consult_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Utilization Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		



## Avg Consult Time

CLASS Business Attribute		DESCRIPTION The average amount of time, in seconds, that resources spent in consultations for inbound calls that were assigned this business attribute.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the Consult Time and Consult Business Attribute measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_AvgIB_Consult_Time	USED IN REPORT(S) None

## Avg Handle Time

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The average amount of time, in seconds, that this agent spent handling inbound calls that were received during the reporting interval.</li><li>• <b>Agent Group Dimension:</b> The average amount of time, in seconds, that agents belonging to this agent group spent handling inbound calls.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The average amount of time, in seconds, that agents spent handling inbound calls that were received during the reporting interval and were distributed from this ACD or virtual queue.</li></ul> This measure is computed as handle time divided by the sum of inbound and consult calls (received).	
MEDIA TYPE Voice			
MEASURE TYPE Disposition		INFO MART TABLE.COLUMN Refer to the <a href="#">Handle Time</a> , <a href="#">Calls Inbound</a> , and <a href="#">Consult</a> Activity measures.	
DATA TYPE Number		INTERNAL METRIC ID A_AvgIB_Handle_Time	USED IN REPORT(S) <a href="#">Agent Conduct Report</a> <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a> <a href="#">Agent Inbound Utilization Report</a>
ALTERNATE? Yes	AGG'N FUNCTION Db delegated		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Handle Time

CLASS Business Attribute		DESCRIPTION The average amount of time, in seconds, that agents spent handling inbound calls assigned this business attribute.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Handle Time</a> and <a href="#">Calls Answered Agent</a> Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_AvgIB_Handle_Time	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Handle Time

CLASS Queue/Virtual Queue		DESCRIPTION The average amount of time, in seconds, during the reporting interval that agents spent handling inbound calls distributed from this queue or virtual queue.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Handle Time</a> , <a href="#">Calls Answered Agent</a> , and <a href="#">Consult</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_AvgIB_Handle_Time	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Avg Hold Time

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The average amount of time, in seconds, that this agent had customers on hold.</li><li>• <b>Agent Group Dimension:</b> The average amount of time, in seconds, that agents who belong to this group had inbound calls on hold.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The average amount of time, in seconds, that this agent had inbound calls that were distributed from this ACD or virtual queue, on hold.</li></ul> This metric is measured in the reporting interval in which these calls arrived at the agent's DN, which may differ from the interval in which the calls were placed on hold.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition		INFO MART TABLE.COLUMN Refer to the <a href="#">Hold Time</a> and <a href="#">Hold Activity</a> measures.	
DATA TYPE Number		INTERNAL METRIC ID A_AvgIB_Hold_Time	USED IN REPORT(S) <a href="#">Agent Conduct Report</a> <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a> <a href="#">Agent Inbound Utilization Report</a>
ALTERNATE? No	AGG'N FUNCTION Db delegated		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Hold Time

CLASS Business Attribute		DESCRIPTION The average amount of time, in seconds, that customers spent on hold for inbound calls assigned this business attribute. This metric is measured in the reporting interval in which the calls were answered or accepted by a resource.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the Hold Time and Hold Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_AvgIB_Hold_Time	USED IN REPORT(S) Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Hold Time

CLASS Queue/Virtual Queue		DESCRIPTION The average amount of time, in seconds, that agents had customers on hold where the inbound calls were distributed from this ACD or virtual queue. This metric is measured in the reporting interval in which these inbound calls arrived at the agent's DN, which may differ from when calls were placed on hold.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Hold Time</a> and <a href="#">Hold Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_AvgIB_Hold_Time	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Avg Inbound Time

CLASS Queue/Virtual Queue		DESCRIPTION The average amount of time, in seconds, that agents spent talking to customers on inbound calls that were distributed from this ACD or virtual queue.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Talk Time</a> and <a href="#">Calls Answered Agent Queue/Virtual Queue</a> measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_AvgIB_Time	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Avg Talk Time

CLASS Activity		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The average amount of time, in seconds, that this agent spent talking to customers. This metric is measured in the reporting interval in which these inbound calls arrived at the agent's DN.</li><li>• <b>Agent Group Dimension:</b> The average amount of time, in seconds, that agents who belong to this agent group spent talking to customers on inbound calls that were received within the reporting interval.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The average amount of time, in seconds, this agent spent talking to customers on inbound calls that were distributed from this ACD or virtual queue.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Talk Time</a> and <a href="#">Calls Inbound</a> Activity measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID A_AvgIB_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a> <a href="#">Agent Inbound Utilization Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Talk Time

CLASS Business Attribute		DESCRIPTION The average amount of time, in seconds, that agents spent talking to customers for inbound calls assigned this business attribute. This metric is measured in the reporting interval in which these inbound calls arrived at the agents' DNs.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Talk Time</a> and <a href="#">Calls Answered Agent</a> Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_AvgIB_Time	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Time to Abandon

CLASS <a href="#">Business Attribute</a>		DESCRIPTION The average amount of time, in seconds, that customers waited before dropping the line for inbound calls assigned this business attribute during the reporting interval. This average includes inbound calls that were abandoned within the short-abandoned threshold and excludes calls that were abandoned while ringing at an agent's desktop.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Time to Abandon</a> and <a href="#">Calls Abandoned</a> Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Db delegated	INTERNAL METRIC ID ST_IB_AvgTimeToAbandon	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Avg Time to Abandon

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The average amount of time, in seconds, that inbound calls were queued at this ACD or virtual queue before the customer dropped the line.</li><li>• <b>Queue/VQ Group Dimension:</b> The average amount of time, in seconds, that inbound calls were queued at an ACD or virtual queue that belongs to this queue group before the customer dropped the line.</li></ul> <p>This average includes the duration of short-abandoned calls in the numerator of this average, but it excludes their count in the denominator.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN Refer to the <a href="#">Time to Abandon</a> and <a href="#">Calls Abandoned</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_AvgTimeToAbandon	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>

## Bound 1

CLASS Service Objects		DESCRIPTION The lower boundary of the second service time interval and the upper boundary of the first service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-01-thold and init-resp-duration-range-01-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND__1	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report



## Bound 2

CLASS Service Objects		DESCRIPTION The lower boundary of the third service time interval and the upper boundary of the second service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-02-thold and init-resp-duration-range-02-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_2	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report

## Bound 3

CLASS <a href="#">Service Objects</a>		DESCRIPTION The lower boundary of the fourth service time interval and the upper boundary of the third service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-03-thold and init-resp-duration-range-03-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_3	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) <a href="#">Abandon Delay Report</a> <a href="#">Speed of Answer Report</a>

## Bound 4

CLASS Service Objects		DESCRIPTION The lower boundary of the fifth service time interval and the upper boundary of the fourth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-04-thold and init-resp-duration-range-04-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_4	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report

## Bound 5

CLASS <a href="#">Service Objects</a>		DESCRIPTION The lower boundary of the sixth service time interval and the upper boundary of the fifth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the <code>abandon-duration-range-05-thold</code> and <code>init-resp-duration-range-05-thold</code> GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN <code>TIME_RANGE . BOUND_5</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) <a href="#">Abandon Delay Report</a> <a href="#">Speed of Answer Report</a>

## Bound 6

CLASS Service Objects		DESCRIPTION The lower boundary of the seventh service time interval and the upper boundary of the sixth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-06-thold and init-resp-duration-range-06-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_6	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report

## Bound 7

CLASS Service Objects		DESCRIPTION The lower boundary of the eighth service time interval and the upper boundary of the seventh service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-07-thold and init-resp-duration-range-07-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_7	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report



## Bound 8

CLASS <a href="#">Service Objects</a>		DESCRIPTION The lower boundary of the ninth service time interval and the upper boundary of the eighth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the <code>abandon-duration-range-08-thold</code> and <code>init-resp-duration-range-08-thold</code> GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN <code>TIME_RANGE . BOUND_8</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) <a href="#">Abandon Delay Report</a> <a href="#">Speed of Answer Report</a>

## Bound 9

CLASS Service Objects		DESCRIPTION The lower boundary of the tenth service time interval and the upper boundary of the ninth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-09-thold and init-resp-duration-range-09-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_9	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) Abandon Delay Report Speed of Answer Report

## Bound 10

CLASS Service Objects		DESCRIPTION The upper boundary of the tenth service time interval for both the Calls Abandoned and Calls Answered groups of STI measures in the Queue/Virtual Queue class. This value appears in the legend of the Abandon Delay and Speed of Answer reports and is derived from the abandon-duration-range-10-thold and init-resp-duration-range-10-thold GIM configuration options.	
MEDIA TYPE' N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_10	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(s) None

## Bound 11

CLASS Service Objects		DESCRIPTION Derived from the abandon-duration-range-11-thold and init-resp-duration-range-11-thold GIM configuration options.	
MEDIA TYPE N/A			
MEASURE TYPE			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN TIME_RANGE . BOUND_11	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) None

## Calls Abandoned

CLASS Business Attribute		DESCRIPTION The total number of inbound calls that entered the contact center during this reporting interval, were assigned this business attribute, and were subsequently abandoned while the call was waiting for the first handling resource. The count excludes calls that were abandoned while ringing at the agent's desktop, but it includes short-abandoned calls.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_ [ H , D , M ] . TOTAL_ABANDONED_COUNT	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID ST_IB_CallsAbandoned	USED IN REPORT(S)  Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Abandoned

CLASS Queue/Virtual Queue		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:  • <b>Queue/VQ Dimension:</b> The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned by the customer.  • <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls entered an ACD or virtual queue that belongs to this queue group and were subsequently abandoned by the customer.  The count includes short-abandoned calls, but it excludes calls that were abandoned following distribution from the ACD or virtual queue.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_ABANDONED_COUNT AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_ABANDONED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned	USED IN REPORT(S) Inbound Voice Traffic Group Report Inbound Voice Traffic Report Queue-Virtual Queue Outline Report Queue-Virtual Queue Summary Report



## Calls Abandoned Ringing

CLASS Activity		DESCRIPTION  The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total number of times that inbound calls, assigned a business attribute, were abandoned by the customer while the call was ringing at the agent's DN.</li><li>• <b>Agent Group Dimension:</b> The total number of times that inbound calls, assigned a business attribute, were abandoned by the customer while the call was ringing at a DN belonging to an agent of this agent group.</li></ul> This measure is attributed to the interval in which this agent was offered the inbound call, and it excludes consult calls that the agent received.	
MEDIA TYPE N/A			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[ H , D , M ] . TOTAL_ABANDONED_RINGING_COUNT AG2_INB_V_I_XN_AGENT_GRP_[ H , D , M ] . TOTAL_ABANDONED_RINGING_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID A_ABANDON_RINGING	USED IN REPORT(S) Agent Conduct Report

## Calls Abandoned Ringing

CLASS Queue/Virtual Queue		DESCRIPTION  The total number of times that inbound calls that were distributed from this ACD or virtual queue were abandoned by the customer while the call was ringing at the agent's DN. The count excludes abandoned-while-ringing calls that were directly routed from a switch. If the call enters the ACD or virtual queue more than once prior to abandonment, this measure reflects only the last entrance.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_ABANDONED_RINGING_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_ABANDONED_RINGING_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandonedRinging	USED IN REPORT(S) Queue-Virtual Queue Outline Report

## Calls Abandoned STI 1

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned prior to the first abandon threshold (defined by the abandon-duration-range-01-to-the-d GIM configuration option). If the first abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE1_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) Abandon Delay Report

## Calls Abandoned STI 2

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the first and second abandon thresholds (defined by the abandon-duration-range-01-thold and abandon-duration-range-02-thold GIM configuration options). If the second abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the first abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE2_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 3

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the second and third abandon thresholds (defined by the <code>abandon-duration-range-02-thold</code> and <code>abandon-duration-range-03-thold</code> GIM configuration options). If the third abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the second abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE3_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAbandoned_XtoYs</code>	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 4

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the third and fourth abandon thresholds (defined by the abandon-duration-range-03-thold and abandon-duration-range-04-thold GIM configuration options). If the fourth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the third abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE4_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>



## Calls Abandoned STI 5

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the fourth and fifth abandon thresholds (defined by the abandon-duration-range-04-thold and abandon-duration-range-05-thold GIM configuration options). If the fifth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fourth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE5_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 6

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the fifth and sixth abandon thresholds (defined by the abandon-duration-range-05-thold and abandon-duration-range-06-thold GIM configuration options). If the sixth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the fifth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE6_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 7

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the sixth and seventh abandon thresholds (defined by the abandon-duration-range-06-thold and abandon-duration-range-07-thold GIM configuration options). If the seventh abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the sixth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE7_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) Abandon Delay Report

## Calls Abandoned STI 8

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the seventh and eighth abandon thresholds (defined by the abandon-duration-range-07-thold and abandon-duration-range-08-thold GIM configuration options). If the seventh abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE8_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 9

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the eighth and ninth abandon thresholds (defined by the <code>abandon-duration-range-08-thold</code> and <code>abandon-duration-range-09-thold</code> GIM configuration options). If the ninth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the eighth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_RANGE9_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAbandoned_XtoYs</code>	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>

## Calls Abandoned STI 10

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue and were subsequently abandoned within the time interval that is defined by the ninth and tenth abandon thresholds (defined by the abandon-duration-range-09-thold and abandon-duration-range-10-thold GIM configuration options). If the tenth abandon threshold is not configured, this measure uses no limit as the upper boundary of the abandon interval. If the ninth abandon threshold is not configured, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ABN_[H,D,M].TOTAL_ABANDONED_COUNT - (@Select(Queue/Virtual Queue\Calls Abandoned STI 1-9))	
ALTERNATE? No	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAbandoned_XtoYs	USED IN REPORT(S) <a href="#">Abandon Delay Report</a>



## Calls Answered

CLASS Business Attribute		DESCRIPTION The total number of inbound calls that were answered or accepted by a resource and assigned this business attribute. This measure includes calls that are directly routed from the switch but excludes calls that are routed to and answered by an unmonitored resource as well as calls that were queued for consultation and subsequently answered. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ H,D,M ].TOTAL_ANSWERED_COUNT	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID ST_IB_CallsAnswered	USED IN REPORT(S)  Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Answered

CLASS Interval		DESCRIPTION  The total number of inbound calls that were answered by this agent during the reporting interval. The count reflects calls that are distributed from mediation DNs as well as those that are directly routed from the switch.  <b>Note:</b> Prior to release 7.6.2, this measure referenced the TOTAL_INTERACTION_COUNT column of the AG2_INB_V_I_I_XN_AGENT_[S, H, D] Info Mart tables.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S, H, D].TOTAL_ANSWERED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_CallsAnswered	USED IN REPORT(S) Agent Interval Based Report

## Calls Answered

CLASS <a href="#">Queue/Virtual Queue</a>		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of times that inbound calls, that were distributed from this ACD or virtual queue, were answered by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as monitored contact-center resources that can alert).</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls, distributed from an ACD or virtual queue that belongs to this queue group, were answered by an agent, voice-treatment port, IVR port, or nonagent-associated DN (such as monitored contact-center resources that can alert).</li></ul> <p>If the call entered the ACD or virtual queue group more than once prior to being answered, this count reflects only the last entrance.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_ANSWERED_COUNT AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_ANSWERED_COUNT	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID Q_VQ_IB_CallsAnswered	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Outline Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Answered Agent

CLASS Business Attribute		DESCRIPTION  The total number of inbound calls answered by an agent that were assigned this business attribute. This measure excludes calls that are routed to and answered by an unmonitored agent but includes calls directly routed from the switch. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_CallsAnsweredAgent	USED IN REPORT(S) None

## Calls Answered Agent

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls that are distributed from this ACD or virtual queue, were answered by an agent.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_ANSWERED_BY_AGENT_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_ANSWERED_BY_AGENT_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Outline Report</a>

## Calls Answered in Threshold

CLASS Business Attribute		DESCRIPTION <p>The total number of inbound calls that are assigned this business attribute and were answered/accepted by a resource within the service time threshold configured by the service-related key-value pairs in the attached userdata mapping.</p> <p>This measure excludes calls that are routed to and answered by an unmonitored resource as well as consult calls that were answered by other agents. This measure includes calls that were directly routed from the switch and is attributed to the interval in which the calls entered the contact center.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_IXN_ID_[H,D,M].TOTAL_ANSWERED_WITHIN_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_CallsAnsweredThreshold	USED IN REPORT(S) None

## Calls Answered in Threshold

CLASS Queue/Virtual Queue		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of times that inbound calls that were distributed from this ACD or virtual queue were answered by an agent within a specific threshold that is defined by the q-answer-threshold-voice GIM configuration option.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls that were distributed from an ACD or virtual queue that belongs to this queue group, were answered by an agent and within the specific threshold that is defined by the q-answer-threshold-voice GIM configuration option.</li></ul> <p>If a call entered the ACD or virtual queue more than once before being distributed from it, this count reflects only the last entrance.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_ANS_AGENT_THRSHLD_COUNT AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_ANS_AGENT_THRSHLD_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredThreshold	USED IN REPORT(S) None

## Calls Answered Others

CLASS Queue/Virtual Queue		DESCRIPTION The total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by a resource other than a monitored agent, place DN, or extension DN. This count reflects only the last entrance in scenarios in which the call enters the ACD or virtual queue more than once prior to being answered by the resource. This measure is calculated as the difference between the total number of calls that were answered and the total number of calls that were answered by an agent resource.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the Calls Answered and Calls Answered Agent Queue/Virtual Queue measures.	
ALTERNATE? No	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredOthers	USED IN REPORT(S) Queue-Virtual Queue Outline Report

## Calls Answered STI 1

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent prior to the first service time service time interval threshold (defined by the <code>init-resp-duration-range-01-thold</code> GIM configuration option). If the first service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE1_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## Calls Answered STI 2

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the second and third service time thresholds (defined by the <code>init-resp-duration-range-01-thold</code> and <code>init-resp-duration-range-02-thold</code> GIM configuration options). If the second service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the first service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE2_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_XtoYs	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 3

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the third and fourth service time thresholds (defined by the <code>init-resp-duration-range-02-thold</code> and <code>init-resp-duration-range-03-thold</code> GIM configuration options). If the third service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the second service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE3_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs</code>	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 4

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the first and second service time thresholds (defined by the <code>init-resp-duration-range-03-thold</code> and <code>init-resp-duration-range-04-thold</code> GIM configuration options). If the fourth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the third service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE4_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs</code>	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 5

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the fifth and sixth service time thresholds (defined by the <code>init-resp-duration-range-04-thold</code> and <code>init-resp-duration-range-05-thold</code> GIM configuration options). If the fifth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fourth service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE5_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs</code>	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 6

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the sixth and seventh service time thresholds (defined by the <code>init-resp-duration-range-05-thold</code> and <code>init-resp-duration-range-06-thold</code> GIM configuration options). If the sixth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the fifth service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE6_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_XtoYs	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 7

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the seventh and eighth service time thresholds (defined by the <code>init-resp-duration-range-06-thold</code> and <code>init-resp-duration-range-07-thold</code> GIM configuration options). If the seventh service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the sixth service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE7_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID <code>Q_VQ_IB_CallsAnsweredAgent_XtoYs</code>	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## Calls Answered STI 8

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the eighth and ninth service time thresholds (defined by the init-resp-duration-range-07-thold and init-resp-duration-range-08-thold GIM configuration options). If the eighth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the seventh service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE8_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_XtoYs	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 9

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently distributed and answered by an agent within the service time interval that is defined by the ninth and tenth service time thresholds (defined by the <code>init-resp-duration-range-08-thold</code> and <code>init-resp-duration-range-09-thold</code> GIM configuration options). If the ninth service time threshold is not defined, this measure uses no limit as the upper boundary of the service time interval. If the eighth service time threshold is not defined, this measure returns 0.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN <code>AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_RANGE9_COUNT</code>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_XtoYs	USED IN REPORT(S) Speed of Answer Report

## Calls Answered STI 10

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The difference between the total number of inbound calls that are answered by agents and the total number of those calls that are answered within the first through ninth service time thresholds. This measure is attributed to the interval in which the call entered the ACD or virtual queue.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_ANS_[H,D,M].TOTAL_ANSWERED_BY_AGENT_COUNT - (@Select(Queue/Virtual Queue\Calls Answered STI 1-9))	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsAnsweredAgent_XtoYs	USED IN REPORT(S) <a href="#">Speed of Answer Report</a>

## Calls Conference Initiated

CLASS Activity		DESCRIPTION The total number of times that this agent initiated conferences for inbound calls that the agent received. The count includes the number of conferences that are initiated for transferred calls that the agent received.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_IXN_AGENT_[H,D,M].TOTAL_CONF_INITIATED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_Conf_Calls_Initiated	USED IN REPORT(S) Agent Inbound Utilization Report

## Calls Conference Received

CLASS Activity		DESCRIPTION The total number of times that this agent joined conferences to participate in inbound calls that were assigned business attributes.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_CONF_RECEIVED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_Conf_Calls_Received	USED IN REPORT(S) Agent Inbound Utilization Report

## Calls Distributed

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of times that inbound calls were distributed from this ACD or virtual queue.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls were distributed from an ACD or virtual queue that belongs to this queue group.</li></ul> <p>Distribution includes the interactions that were:</p> <ul style="list-style-type: none"><li>• Distributed to another ACD or virtual queue.</li><li>• Distributed to an unmonitored resource.</li><li>• Answered.</li><li>• Redirected upon no answer.</li><li>• Abandoned by the customer while ringing at an agent's DN.</li></ul> <p>If the call passes through more than one ACD or virtual queue before it is distributed, the count is increased only for that device from which the call was distributed. This measure excludes calls that were distributed for consultation.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_DISTRIBUTED_COUNT AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_DISTRIBUTED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsDistributed	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Outline Report</a>



## Calls Diverted

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The total number of times that inbound calls were cleared from this virtual queue. Clearing involves any of the following:  <ul style="list-style-type: none"><li>• Distribution to a parallel virtual queue.</li><li>• Default routed by the switch.</li><li>• Default routed by a routing strategy.</li><li>• Removing calls that are determined to be stuck.</li><li>• Removing calls for any other reason.</li><li>• Removing calls from a virtual queue using the URS <code>ClearTargets</code> function.</li></ul> Clearing excludes: <ul style="list-style-type: none"><li>• Interactions that the customer abandoned while still queued.</li><li>• Interactions that were distributed from this virtual queue.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_DIVERTED_COUNT AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_DIVERTED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsDiverted	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Outline Report</a>

## Calls Entered

CLASS Business Attribute		DESCRIPTION  The total number of inbound calls that entered the contact center during the reporting interval and were assigned this business attribute. This measure includes abandoned interactions.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ H,D,M] . TOTAL_ENTERED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_CallsEntered	USED IN REPORT(S) None

## Calls Entered

CLASS Queue/Virtual Queue		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of times that inbound calls entered this ACD or virtual queue.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls entered an ACD or virtual queue that belong to this queue group.</li></ul> <p>If the same call enters this ACD or virtual queue more than once, this measure counts each entrance separately.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_ENTERED_COUNT AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_ENTERED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsEntered	USED IN REPORT(S) Queue-Virtual Queue Outline Report

## Calls Entered with Objective

CLASS Business Attribute		DESCRIPTION The total number of inbound calls, assigned a business attribute, that entered the contact center and had a baseline service objective that was greater than zero.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_IXN_ID_[H,D,M].TOTAL_ENTERED_OBJ_COUNT – AG2_INB_V_QUEUE_[H,D,M].TOTAL_SHORT_ABANDONED_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID T_OFFERED_OBJECTIVE	USED IN REPORT(S) Business Metrics Executive Report Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report

## Calls Inbound

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total number of times that inbound calls that were assigned a business attribute were answered by this agent.</li><li>• <b>Agent Group Dimension:</b> The total number of times that inbound calls, that were assigned a business attribute, were answered by agents who belong to this agent group.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total number of times that inbound calls that were assigned a business attribute and were distributed from this ACD or virtual queue, were answered by this agent.</li></ul> This measure is attributed to the interval in which this agent was offered the inbound call and excludes consult calls that the agent received.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[ H,D,M] .TOTAL_ANSWERED_COUNT AG2_INB_V_I_XN_AGENT_GRP_[ H,D,M] .TOTAL_ANSWERED_COUNT AG2_INB_V_AGENT_QUEUE_[ H,D,M] .TOTAL_ANSWERED_COUNT	
DATA TYPE Number		INTERNAL METRIC ID A_IB_CallsAnswered	
ALTERNATE? No	AGG'N FUNCTION Sum	USED IN REPORT(S) <a href="#">Agent Conduct Report</a> <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Inbound Call Handling Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Utilization Report</a>	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Offered

CLASS Business Attribute		DESCRIPTION  The total number of inbound calls that entered the contact center during the reporting interval, were assigned this business attribute, and were subsequently offered to a resource, excluding calls that were abandoned within a specific threshold defined by the q-short-abandoned-threshold-voice GIM configuration option.  <b>Note:</b> Prior to release 7.6.2, the Call Volume reports referenced this measure. Starting with 7.6.2, these reports now reference the <a href="#">Calls Entered with Objective</a> Business Attribute measure.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Entered</a> and <a href="#">Calls Short Abandoned</a> Business Attribute measures.	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID ST_IB_CallsOffered	USED IN REPORT(S) None
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Offered

CLASS Queue/Virtual Queue		<p>DESCRIPTION</p> <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of inbound calls that entered this ACD or virtual queue during the reporting interval and were subsequently offered to a resource, excluding calls that were abandoned within a specific threshold that is defined by the q-short-abandoned-threshold-voice GIM configuration option.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of inbound calls that entered an ACD or virtual queue who belongs to this queue group during the reporting interval and were subsequently offered to a resource, excluding calls that were abandoned within the specific threshold.</li></ul> <p><b>Note:</b> This measure does include calls for which no threshold was set by Router as well as those calls for which no service objective was set.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Entered</a> and <a href="#">Calls Short Abandoned</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsOffered	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Queue-Virtual Queue Outline Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>

## Calls RONA

CLASS Activity		DESCRIPTION The total number of times that inbound calls that were assigned a business attribute, rang at an agent's DN, were not answered, and were subsequently redirected to another resource.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[ H , D , M ] . TOTAL_RONA_COUNT AG2_INB_V_I_XN_AGENT_GRP_[ H , D , M ] . TOTAL_RONA_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID A_RONA	USED IN REPORT(S) Agent Conduct Report

## Calls RONA

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue, rang at a routing target, and were subsequently redirected upon no answer.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_REDIRECTED_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_REDIRECTED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_RONA	USED IN REPORT(S) Queue-Virtual Queue Outline Report

## Calls Routed Other

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls entered this ACD or virtual queue during the reporting interval and were subsequently routed either to other ACD or virtual queues or to unmonitored resources.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_ROUTED_OTHER_COUNT AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_ROUTED_OTHER_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_CallsRouted_Others	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Outline Report</a>

## Calls Short Abandoned

CLASS Business Attribute		DESCRIPTION The total number of inbound calls that were assigned this business attribute and were abandoned by the customer within a threshold (defined by the short-abandon-threshold GIM configuration option) while waiting for the first handling resource. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_IXN_ID_[ H,D,M] . TOTAL_SHORT_ABANDONED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_ShortAbandons	USED IN REPORT(S) None

## Calls Short Abandoned

CLASS Queue/Virtual Queue		DESCRIPTION  The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of times that inbound calls entered this ACD or virtual queue and were abandoned within a specific threshold that is defined by the q-short-abandoned-threshold-voice GIM configuration option.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of times that inbound calls entered an ACD or virtual queue who belongs to this queue group and were abandoned within the specific threshold that is defined by the q-short-abandoned-threshold-voice GIM configuration option.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_SHORT_ABANDONED_COUNT AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_SHORT_ABANDONED_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_ShortAbandons	USED IN REPORT(S) Queue-Virtual Queue Outline Report

## Calls Short Talk

CLASS Activity		DESCRIPTION The total number of times that inbound interactions that were assigned a business attribute were answered by an agent and released or transferred within the threshold that is defined by the short-talk-threshold GIM configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_SHORT_TALK_COUNT AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_SHORT_TALK_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID A_SHORT_TALK	USED IN REPORT(S) Agent Conduct Report

## Calls Standard Abandoned

CLASS <a href="#">Queue/Virtual Queue</a>		<p>DESCRIPTION</p> <p>The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total number of inbound calls that entered this ACD or virtual queue and were subsequently abandoned.</li><li>• <b>Queue/VQ Group Dimension:</b> The total number of inbound calls that entered an ACD or virtual queue who belongs to this queue group and were subsequently abandoned.</li></ul> <p>This measure excludes short-abandoned calls and calls that were abandoned while ringing at the agent's DN.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN Refer to the <a href="#">Calls Abandoned</a> and <a href="#">Calls Short Abandoned</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_NonShortAbandons	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Group Report</a> <a href="#">Queue-Virtual Queue Outline Report</a>

## Calls Transferred

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Agent Dimension:</b> The total number of times that this agent transferred inbound calls that were assigned a business attribute.  • <b>Agent Group Dimension:</b> The total number of times that agents who belong to this agent group, transferred inbound calls that were assigned a business attribute.  The count excludes consult calls that agents transferred.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_TRANSFER_INITIATED_COUNT AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_TRANSFER_INITIATED_COUNT	
DATA TYPE Number		INTERNAL METRIC ID A_IB_Transfer_Made	USED IN REPORT(S) Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Inbound Call Handling Report Agent Group Service Type Report Agent Inbound Utilization Report
ALTERNATE? No	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Transferred Agent

CLASS <a href="#">Business Attribute</a>		DESCRIPTION  The total number of times that agents transferred inbound calls that were assigned this business attribute. This measure is attributed to the interval in which the call entered the contact center and excludes consultations that the agent received and then transferred.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ H , D , M ] . TOTAL_TRANSFER_INITIATED_COUNT	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID ST_IB_CallsTransferred_Agent	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Calls Transferred Agent

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION The total number of times that inbound calls that were distributed from this ACD or virtual queue were transferred by agents.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_AGENT_XFER_INIT_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_AGENT_XFER_INIT_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_CallsTransferred_Agent	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Conference Initiated Time

CLASS Handling Attempt		DESCRIPTION The amount of time, in seconds, that a conference that was initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CONF_INIT_TALK_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report





## Conference Received Time

CLASS Handling Attempt		DESCRIPTION The amount of time, in seconds, that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CONF_JOIN_TALK_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Consult

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Agent Dimension:</b> The total number of times that this agent received and answered consult calls where the consultations were associated with inbound calls that were assigned a business attribute.  • <b>Agent Group Dimension:</b> The total number of times that agents who belong to this agent group received and answered consult calls where the consultations were associated with inbound calls that were assigned a business attribute.  • <b>Agent and Queue/VQ Dimensions:</b> The total number of times that this agent received and answered consultation requests that were assigned a business attribute and distributed from this ACD or virtual queue where the consultations were associated with inbound calls.  This measure is attributed to the interval in which this agent was offered the consultation.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_RCV_CONS_TALK_COUNT AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_RCV_CONS_TALK_COUNT AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_RCV_CONS_TALK_COUNT	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_IB_Consult_Number	USED IN REPORT(S) Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report Agent Inbound Utilization Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Consult

CLASS Business Attribute		DESCRIPTION The total number of times that agents received and answered consultation requests from other agents, regarding inbound calls that the initiating agent received of this business attribute. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].TOTAL_RCV_CONS_TALK_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Consult_Number	USED IN REPORT(S) None

## Consult

CLASS Interval		DESCRIPTION  The total number of times within the reporting interval that this agent received and answered consultation requests where the consultations were associated with inbound calls. This count reflects calls that are distributed from mediation DNs as well as calls that are directly routed from the switch.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[ S , H , D ] . TOTAL_RCV_CONS_TALK_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Consult_Number	USED IN REPORT(S) Agent Interval Based Report

## Consult

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that agents received consult calls that were distributed from this ACD or virtual queue where the consultations were associated with inbound calls.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_AGENT_CONS_RCV_TLK_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_AGENT_CONS_RCV_TLK_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Consult_Number	USED IN REPORT(S) Queue-Virtual Queue Summary Report

## Consult ACW Time

CLASS Activity		<div>DESCRIPTION</div> <p>The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:</p> <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent was in ACW state, pertaining to consult calls that the agent received, where the consultations were associated with inbound calls and the agent was the recipient of the consult requests.</li><li>• <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents who belong to this agent group were in ACW state, pertaining to consult calls that the agents received where the consultations were associated with inbound calls and the agents were the recipients of the consult requests.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that this agent spent in ACW state for consult calls that were distributed from this ACD or virtual queue where the consultation was associated with an inbound call and this agent was the recipient of the consult request.</li></ul> <p>This duration does not stop if the agents receive or make calls while in ACW state. This measure is attributed to the interval in which this agent was offered the consult request for which ACW was invoked.</p> <p>Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the <code>gls-enable-acw-busy</code> configuration option.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_RCV_CONS_ACW_DURATION AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_RCV_CONS_ACW_DURATION AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_RCV_CONS_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_ConsultACW_Time	USED IN REPORT(S) None

## Consult ACW Time

CLASS Interval		DESCRIPTION  The total amount of time, in seconds, that this agent spent in ACW state within the reporting interval pertaining to consult calls that the agent received where the consultations were associated with inbound calls.  Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[ S , H , D ] . TOTAL_RCV_CONS_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_ConsultACW_Time	USED IN REPORT(S) None

## Consult ACW Time

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The total amount of time, in seconds, that agents were in ACW state, pertaining to consult calls that were distributed from this queue or virtual queue, where the consultations were associated with inbound calls and the agents were the recipients of the consult requests. This measure is attributed to the reporting interval in which calls entered the ACD or virtual queue.  Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the <code>gls-enable-acw-busy</code> configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_AGENT_CONS_RCV_ACW_DUR AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_AGENT_CONS_RCV_ACW_DUR	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_ConsultACW_Time	USED IN REPORT(S) None

## Consult Time

CLASS <a href="#">Activity</a>	DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query: <ul style="list-style-type: none"> <li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent spent talking to other agents on consult calls that were assigned a business attribute, where the consultations were associated with inbound calls and the agent was the recipient of the consult requests.</li> <li>• <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents who belong to this agent group spent talking to other agents on consult calls that were assigned a business attribute where the consultations were associated with inbound calls and the agents were the recipients of the consult requests.</li> <li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount time, in seconds, that this agent spent talking to other agents on consult calls, that were assigned a business attribute and distributed from this ACD or virtual queue where the consultation was associated with an inbound call and the agent was the recipient of the consult request.</li> </ul> This time includes hold duration, and this measure is attributed to the interval in which this agent was offered the inbound call.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition	INFO MART TABLE.COLUMN AG2_INB_V_IXN_AGENT_[H,D,M].TOTAL_RCV_CONS_TALK_DURATION + AG2_INB_V_IXN_AGENT_[H,D,M].TOTAL_RCV_CONS_HOLD_DURATION  AG2_INB_V_IXN_AGENT_GRP_[H,D,M].TOTAL_RCV_CONS_TALK_DURATION + AG2_INB_V_IXN_AGENT_GRP_[H,D,M].TOTAL_RCV_CONS_HOLD_DURATION  AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_RCV_CONS_TALK_DURATION + AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_RCV_CONS_HOLD_DURATION		
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_IB_Consult_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Service Type Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Consult Time

CLASS Business Attribute		DESCRIPTION The total amount of time, in seconds, that agents spent consulting with other agents regarding inbound calls that were assigned this business attribute and where the agents were the recipients of the consultation requests. This time includes hold duration. This measure is attributed to the interval in which the call entered the contact center.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID [ H , D , M ] . TOTAL_RCV_CONS_TALK_DURATION + AG2_INB_V_I_XN_ID [ H , D , M ] . TOTAL_RCV_CONS_HOLD_DURATION	
ALTERNATE? No	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Consult_Time	USED IN REPORT(S) None

## Consult Time

CLASS Interval		DESCRIPTION The total amount of time, in seconds, within the reporting interval that this agent spent consulting with other agents where the consultation was associated with inbound calls and the agent was the recipient of the request for consultation. This time includes hold duration during the consultation within the reporting interval. This count reflects calls that are distributed from mediation DNs as well as calls that are directly routed from the switch.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_RCV_CONS_TALK_DURATION + AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_RCV_CONS_HOLD_DURATION	
ALTERNATE? No	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Consult_Time	USED IN REPORT(S) Agent Interval Based Report

## Consult Time

CLASS Queue/Virtual Queue		DESCRIPTION The total amount of time, in seconds, that agents spent talking to other agents on consult calls that were distributed from this ACD or virtual queue, where the consultations were associated with inbound calls and the agents were the recipients of the consult requests. This time includes hold duration.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_AGENT_CONS_RCV_TLK_DUR + AG2_INB_V_QUEUE_[ H , D , M ] . TOTAL_AGENT_CONS_RCV_HLD_DUR  AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_AGENT_CONS_RCV_TLK_DUR + AG2_INB_V_QUEUE_GRP_[ H , D , M ] . TOTAL_AGENT_CONS_RCV_HLD_DUR	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Consult_Time	USED IN REPORT(S) Queue-Virtual Queue Summary Report

## Customer ACW Time

CLASS Handling Attempt		DESCRIPTION The number of seconds that the resource was in interaction-related Wrap state pertaining to this customer voice-interaction resource. The duration excludes ACW duration associated with received consultations.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_ACW_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Customer Dial Time

CLASS Handling Attempt		DESCRIPTION The number of seconds that the IRF resource spent initiating outbound customer-related interactions. Initiated consultations are excluded from consideration.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_DIAL_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Customer Handle Time

CLASS Handling Attempt		DESCRIPTION The sum of the Customer Talk Time, Customer Hold Time, and Customer ACW Time measures in the Handling Attempt class.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_TALK_DURATION + VOICE_RES_FACT_EXT.CUSTOMER_HOLD_DURATION + VOICE_RES_FACT_EXT.CUSTOMER_ACW_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Customer Hold Time

CLASS Handling Attempt		DESCRIPTION The amount of time, in seconds, that the resource had the customer on hold for this voice interaction. The duration excludes hold durations that are associated with initiated or received consultations, but it includes hold duration of conferenced interactions.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_HOLD_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Customer Ring Time

CLASS Handling Attempt		DESCRIPTION The number of seconds that the interaction segment was ringing at the resource for customer-initiated, voice interaction resources excluding initiated consultations.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_RING_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Customer Talk Time

CLASS Handling Attempt		DESCRIPTION The number of seconds that the self-service IVR or agent resource spent talking on this voice interaction.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN VOICE_RES_FACT_EXT.CUSTOMER_TALK_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Duration

CLASS Flow		<div>DESCRIPTION</div> <p>This measure gathers durations from two tables:</p> <ul style="list-style-type: none"><li>• MEDIATION_SEGMENT_FACT (MSF), measuring mediation segments</li><li>• INTERACTION_RESOURCE_FACT (IRF), measuring interaction handling attempts</li></ul> <p>From MSF, this duration represents the time, in seconds, from when the interaction enters the mediation DN until the interaction reaches the handling resource following distribution from the mediation DN. If the interaction is abandoned or cleared, total duration equals mediation duration, which ends when the interaction leaves the mediation DN.</p> <p>From IRF, this duration represents the time, in seconds from the moment the interaction reaches the handling resource's DN (including ring time) to the moment the handling resource disconnects or when ACW for the interaction ends.</p>	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION None	INFO MART TABLE.COLUMN FILTERED_V_INTERACTION_FACT.TOTAL_DURATION where FILTERED_V_INTERACTION_FACT.TOTAL_DURATION represents a qualified union of select rows from the INTERACTION_RESOURCE_FACT and MEDIATION_SEGMENT_FACT tables.	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Flow Report

## Handle Time

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  • <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent spent handling inbound calls during the reporting interval.  • <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents who belong to this agent group spent handling inbound calls.  • <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that this agent spent handling inbound calls that were distributed from this ACD or virtual queue.  Handle time is measured as the sum of talk time, ACW time, hold time, consult time and consult ACW time.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? Yes	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_IB_Handle_Time	USED IN REPORT(S) Agent Group Business Result Report Agent Group Customer Segment Report Agent Group Service Type Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		





## Handle Time

CLASS Business Attribute		DESCRIPTION The total amount of time, in seconds, that agents spent handling inbound calls that were assigned this business attribute during the reporting interval. This duration is calculated as the sum of talk time, hold time, and after call work that is associated with the call. Duration excludes ring time. This statistic is viewed from the perspective of the customer, so that it expressly excludes consult time.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN Refer to the Talk Time, ACW Time, and Hold Time Business Attribute measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Handle_Time	USED IN REPORT(S) None

## Handle Time

CLASS Queue/Virtual Queue		DESCRIPTION The total amount of time, in seconds, that agents spent handling inbound calls that were distributed from this ACD or virtual queue during the reporting interval.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN Refer to the Talk Time, ACW Time, Hold Time, Consult Time, and Consult ACW Time Queue/Virtual Queue measures.	
ALTERNATE? Yes	AGG'N FUNCTION Sum		
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Handle_Time	USED IN REPORT(S) None

## Hold

CLASS <a href="#">Activity</a>		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total number of times that this agent placed inbound calls that were assigned a business attribute on hold.</li><li>• <b>Agent Group Dimension:</b> The total number of times that agents who belong to this agent group, placed inbound calls that were assigned a business attribute on hold.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total number of inbound calls that were assigned a business attribute and distributed from this ACD or virtual queue that this agent placed on hold.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[ H , D , M ] . TOTAL_HOLD_COUNT AG2_INB_V_I_XN_AGENT_GRP_[ H , D , M ] . TOTAL_HOLD_COUNT AG2_INB_V_AGENT_QUEUE_[ H , D , M ] . TOTAL_HOLD_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_Hold_Number	USED IN REPORT(S) <a href="#">Agent Inbound Utilization Report</a>

## Hold

CLASS Business Attribute		DESCRIPTION The total number of inbound calls that were assigned this business attribute and were placed on hold. This measure is attributed to the interval in which the call entered the contact center and excludes consult calls that are placed on hold.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].TOTAL_HOLD_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Hold_Number	USED IN REPORT(s) None

## Hold

CLASS Interval		DESCRIPTION  The total number of times within the reporting interval that this agent placed inbound calls on hold. This count excludes held interactions that are associated with consult calls but includes calls that are distributed from mediation DN's as well as calls that are directly routed from the switch.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[ S , H , D ] . TOTAL_HOLD_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Hold_Number	USED IN REPORT(S) Agent Interval Based Report

## Hold

CLASS Queue/Virtual Queue		DESCRIPTION The total number of times that inbound calls that were distributed from this ACD or virtual queue were placed on hold by agents. This count attributes only one hold instance per distribution per agent, even if the same call was placed on hold more than once by the agent.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_AGENT_HOLD_COUNT AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_AGENT_HOLD_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Hold_Number	USED IN REPORT(S) None

## Hold Time

CLASS <a href="#">Activity</a>		DESCRIPTION  The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent had inbound calls that were assigned a business attribute, on hold.</li><li>• <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents, who belong to this agent group had inbound calls that were assigned a business attribute on hold.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that this agent had inbound calls that were assigned a business attribute and distributed from this ACD or virtual queue, on hold.</li></ul>	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_HOLD_DURATION AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_HOLD_DURATION AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_HOLD_DURATION	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_IB_Hold_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Hold Time

CLASS Business Attribute		DESCRIPTION  The total amount of time, in seconds, that customers spent on hold where their inbound calls were assigned this business attribute. This measure is attributed to the interval in which the call entered the contact center and excludes the duration of consult calls that were placed on hold.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ H , D , M ] . TOTAL_HOLD_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Hold_Time	USED IN REPORT(S) None

## Hold Time

CLASS <a href="#">Interval</a>	DESCRIPTION The total amount of time, in seconds, within the reporting interval that this agent had inbound calls on hold. This measure counts all held durations for inbound calls, whether they were placed on hold once or more than once. This count excludes hold duration that is associated with consult calls, but includes hold duration for inbound calls that were distributed from mediation DNs, as well as calls that were directly routed from the switch.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_HOLD_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Hold_Time	USED IN REPORT(S) <a href="#">Agent Interval Based Report</a>

## Hold Time

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The total amount of time, in HH:MM:SS, that agents had inbound calls that were distributed from this ACD or virtual queue on hold. This time starts when the call was placed on hold and ends when the call was either retrieved, dropped, transferred, or completed.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_AGENT_HOLD_DURATION AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_AGENT_HOLD_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Hold_Time	USED IN REPORT(S) <a href="#">Queue-Virtual Queue Summary Report</a>

## Inbound ACW

CLASS <a href="#">Interval</a>	DESCRIPTION The total number of times within the reporting interval that this agent was in ACW state for inbound calls that the agent received. This count excludes inbound-related consult calls that the agent received but includes calls that were distributed from mediation DNs, as well as calls that were directly routed from the switch.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_ACW_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_ACW_Number	USED IN REPORT(S) <a href="#">Agent Interval Based Report</a>

## Inbound ACW Time

CLASS Interval		DESCRIPTION  The total amount of time, in seconds, within the reporting interval that this agent spent in ACW state for inbound calls that the agent received. This time excludes the duration of inbound-related consult calls and reflects calls that were distributed from mediation DNS as well as calls that were directly routed from the switch.  Whether this measure reflects interrupted or uninterrupted ACW time (where the measurement of ACW continues if the agent makes or receives a call while in ACW state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_ACW_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_ACW_Time	USED IN REPORT(S) Agent Interval Based Report

## Login Time

CLASS Interval		DESCRIPTION  The total amount of time, in seconds, between the beginning and end of this agent's login session(s), attributable to the reporting interval. In the scenario in which an agent logs into multiple switches, DNS, and/or queues, this measure starts the moment that the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends at the moment that the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).  <b>Note:</b> If the agent is not forcibly logged out when the calendar day ends, login duration is split over both days.	
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[ S , H , D ] . TOTAL_LOGIN_SESSION_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_Login_Time	USED IN REPORT(S) Agent Interval Based Report

## Login Time

CLASS State		DESCRIPTION  The total amount of time, in seconds, between the beginning and end of this agent's login session(s). When an agent logs into multiple switches, DN's, and/or queues, this measure starts the moment that the agent logs in to the first switch/DN/queue (if this login falls within the interval) and ends the moment that the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).  This measure is identical to State\Login Time Rsn.	
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[ S , H , D ] . TOTAL_LOGIN_SESSION_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_Login_Time	USED IN REPORT(S) Agent ACW Report Agent Inbound Utilization Report Agent Not Ready Report

## Login Time Detail

CLASS <a href="#">Login Detail</a>		DESCRIPTION <p>The total amount of time, in seconds, between the beginning and end of this agent's login session(s), irrespective of the intervals in which the resource session occurs. If an agent logs into multiple DNs, login duration is measured from the moment that the agent logs in to the first DN to the moment that the agent is no longer logged in to any DN. If the agent's session was still active when the data was compiled, the agent's session duration appears as null in the reports.</p> <p><b>Note:</b> If the agent is not forcibly logged out when the calendar dates ends, login duration is split over both days.</p>	
MEDIA TYPE N/A			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN SM_RES_SESSION_FACT.TOTAL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) <a href="#">Daily Agent Login-Logout Report</a>

## Login Time Rsn

CLASS Reason		DESCRIPTION  The total amount of time, in seconds, between the beginning and end of this agent's login session(s). When an agent logs into multiple switches, multiple DNs, and/or multiple queues, login time is measured from the moment that the agent logs in to the first switch/DN/queue (if this login falls within the interval) to the moment that the agent is no longer logged in to any switch/DN/queue (if logout falls within the interval).  This measure is identical to State\Login Time.	
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_LOGIN_SESSION_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_Login_Time	USED IN REPORT(S) None

## Max Time to Abandon

CLASS Business Attribute		DESCRIPTION The maximum amount of time, in seconds, that inbound calls, that entered the contact center during the reporting interval and were assigned this business attribute, spent queued and/or ringing at the first target's DN before the call was abandoned by the customer.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].MAX_TIME_TO_ABANDON	
ALTERNATE? No	AGG'N FUNCTION Max	INTERNAL METRIC ID ST_IB_MaxTimeToAbandon	USED IN REPORT(S) Call Volume Business Result Report Call Volume Customer Segment Report Call Volume Service Type Report Call Volume Service Subtype Report
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Max Time to Abandon

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The longest amount of wait time, in seconds, before inbound calls were abandoned by customers while the calls were queued at this ACD or virtual queue. Inbound calls that were abandoned while they were queued for consultation are excluded from consideration as are inbound calls that were abandoned after they were offered to a resource (that is, abandoned-while-ringing calls).	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M ].MAX_TIME_TO_ABANDON_DURATION AG2_INB_V_QUEUE_GRP_[ H,D,M ].MAX_TIME_TO_ABANDON_DURATION	
ALTERNATE? No	AGG'N FUNCTION Max	INTERNAL METRIC ID Q_VQ_IB_MaxTimeToAbandon	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Max Time to Answer

CLASS <a href="#">Business Attribute</a>		DESCRIPTION The longest amount of time, in seconds, that inbound calls that were assigned to this business attribute spent queued before the calls were answered by the first handling resource. The duration starts when the inbound call enters the contact center and ends when the call is answered; therefore, it includes ring time and excludes inbound calls that were queued for consultation.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_IXN_ID_[ H , D , M ] . MAX_TIME_TO_ANSWER	
ALTERNATE? No	AGG'N FUNCTION Max	INTERNAL METRIC ID ST_IB_MaxTimeToAnswer	USED IN REPORT(S) <a href="#">Call Volume Business Result Report</a> <a href="#">Call Volume Customer Segment Report</a> <a href="#">Call Volume Service Type Report</a> <a href="#">Call Volume Service Subtype Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Max Time to Answer

CLASS <a href="#">Queue/Virtual Queue</a>		DESCRIPTION  The longest amount of time, in seconds, that inbound calls that were distributed from this ACD or virtual queue, spent queued before the calls were answered or accepted by the target resource. The duration starts when the inbound call enters the ACD or virtual queue and ends when the call is answered; therefore, it includes ring time and excludes inbound calls that were queued for consultation.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].MAX_TIME_TO_ANSWER_DURATION AG2_INB_V_QUEUE_GRP_[H,D,M].MAX_TIME_TO_ANSWER_DURATION	
ALTERNATE? No	AGG'N FUNCTION Max	INTERNAL METRIC ID Q_VQ_IB_MaxTimeToAnswer	USED IN REPORT(S) <a href="#">Inbound Voice Traffic Report</a> <a href="#">Queue-Virtual Queue Summary Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Max Time to Non-Short Abandon

CLASS <a href="#">Queue/Virtual Queue</a>	DESCRIPTION The longest wait time, in seconds, before inbound calls were abandoned by the caller while that were queued beyond the short abandoned threshold (defined by the <code>q-short-abandoned-threshold-voice</code> GIM configuration option). Inbound calls that were abandoned while that were queued for consultation are excluded from consideration as are inbound calls that were abandoned after they are offered to a resource (that is, abandoned-while-ringing calls).		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Max	INFO MART TABLE.COLUMN Refer to the <a href="#">Max Time to Abandon</a> and <a href="#">Calls Short Abandoned</a> Queue/Virtual Queue measures.	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_MaxTimeToAbandon_NonShort	USED IN REPORT(S) None

## Not Ready

CLASS <a href="#">State</a>	DESCRIPTION The total number of times within the reporting interval that this agent was in the NotReady state on a voice device.  The value of this measure is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the <code>gls-enable-acw-busy</code> configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NOT_READY_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_Number	USED IN REPORT(S) None

## Not Ready InCall

CLASS <a href="#">State</a>	DESCRIPTION The total number of times that this agent was handling inbound or internal calls that were answered while the agent was in the NotReady state on a voice device.  The value of this measure is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the <code>gls-enable-acw-busy</code> configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NR_INCALL_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_InCall_Number	USED IN REPORT(S) <a href="#">Agent Not Ready Report</a>





## Not Ready InCall Time

CLASS <a href="#">State</a>		DESCRIPTION  The total amount of time, in seconds, that this agent was handling inbound or internal calls that the agent received while the agent was in the NotReady state on a voice device. This time includes the ring time of the answered call.  Whether this measure reflects interrupted or uninterrupted NotReady time (where the measurement of NotReady continues if the agent makes or receives a call while in the NotReady state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gIs-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NR_INCALL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_InCall_Time	USED IN REPORT(S) <a href="#">Agent Not Ready Report</a>

## Not Ready OutCall

CLASS <a href="#">State</a>		DESCRIPTION  The total number of times that this agent initiated an outbound or internal call while in the NotReady state on a voice device.  The value of this measure is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gIs-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NR_OUTCALL_COUNT	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_OutCall_Number	USED IN REPORT(S) <a href="#">Agent Not Ready Report</a>

## Not Ready OutCall Time

CLASS State		DESCRIPTION  The total amount of time, in seconds, that this agent spent handling outbound or internal calls that the agent initiated while in the NotReady state on a voice device. This duration includes dial time, talk time, and hold time.  Whether this measure reflects interrupted or uninterrupted NotReady time (where the measurement of NotReady continues if the agent makes or receives a call while in the NotReady state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gIs-enable-acw-busy configuration option.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NR_OUTCALL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_OutCall_Time	USED IN REPORT(S) Agent Not Ready Report

## Not Ready Reason Count

CLASS <a href="#">Reason</a>	DESCRIPTION The total number of times within the reporting interval that this agent was in the NotReady state (including instances of Do Not Disturb, if configured) on a voice device for this reason.  The value of this measure is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Db delegated	INFO MART TABLE.COLUMN AG2_INB_V_I_STATE_RSN_[S,H,D].TOTAL_STATE_RSN_COUNT (when State Type Code = "NOTREADY")	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NR_Number_RC	USED IN REPORT(S) <a href="#">Agent Not Ready Reason Code Report</a>

## Not Ready Reason Time

CLASS <a href="#">Reason</a>	DESCRIPTION The total amount of time, in seconds, within the reporting interval that this agent was in the NotReady state (including Do Not Disturb duration, if configured) on a voice device for this reason.  Whether this measure reflects interrupted or uninterrupted NotReady time (where the measurement of NotReady continues if the agent makes or receives a call while in this state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_STATE_RSN_[S,H,D].TOTAL_STATE_RSN_DURATION (when State Type Code = "NOTREADY")	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_NotReady_Time_RC	USED IN REPORT(S) <a href="#">Agent Not Ready Reason Code Report</a>

## Not Ready Time

CLASS <a href="#">State</a>	DESCRIPTION The total amount of time, in seconds, within the reporting interval that this agent was in the NotReady state (including Do Not Disturb duration, if configured) on a voice device.  Whether this measure reflects interrupted or uninterrupted NotReady time (where the measurement of NotReady continues if agent makes or receives a call while in the NotReady state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.  This measure is identical to Reason\Not Ready Time Rsn.		
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NOT_READY_DURATION		
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID I_A_NotReady_Time	USED IN REPORT(S) <a href="#">Agent Inbound Utilization Report</a> <a href="#">Agent Not Ready Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Not Ready Time Rsn

CLASS <a href="#">Reason</a>		DESCRIPTION  The total amount of time, in seconds, within the reporting interval that this agent was in the NotReady state (including Do Not Distribute duration, if configured) on a voice device.  Whether this measure reflects interrupted or uninterrupted NotReady time (where the measurement of NotReady continues if the agent makes or receives a call while in the NotReady state) is heavily dependent on the configuration of the ICON application that supplies data to the Info Mart. Refer to the <i>Interaction Concentrator 7.6 Deployment Guide</i> for information about the gls-enable-acw-busy configuration option.  This measure is identical to State\Not Ready Time.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_NOT_READY_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID None	USED IN REPORT(S) <a href="#">Agent Not Ready Reason Code Report</a>

## Queue Time

CLASS Handling Attempt		DESCRIPTION The sum of the durations, in seconds, that this IRF spent in ACD queue resources prior to arrival at the IRF resource.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.QUEUE_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Ready Time

CLASS State		DESCRIPTION  The total amount of time, in seconds, that this agent was in the Ready state on a voice device.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_SESS_STATE_[S,H,D].TOTAL_READY_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_Ready_Time	USED IN REPORT(S) Agent Inbound Utilization Report

## Response Time

CLASS <a href="#">Handling Attempt</a>		DESCRIPTION  The time that elapsed, in seconds, before the customer received service or abandoned the interaction, including the time that the call spent in mediation (in a queue, routing point, or non-self-service IVR port) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the ring time at the resource prior to the call being answered. Additionally, this measure includes the mediation duration of any immediate previous attempt to deliver the interaction where the technical result was RoutedOnNoAnswer as well as the ring time that is associated with this attempt.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN  INTERACTION_RESOURCE_FACT.PREVIOUS_MEDIATION_DURATION +  INTERACTION_RESOURCE_FACT.MEDIATION_DURATION +  VOICE_RES_FACT_EXT.RING_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) <a href="#">Interaction Handling Attempt Report</a>

## Ring Time

CLASS Activity		DESCRIPTION  The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that inbound calls that were assigned a business attribute, rang at this agent's DN.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that inbound calls that were distributed from this ACD or virtual queue, were ringing at this agent's DN during the reporting interval.</li></ul> Ring time for consultations and immediately joined conferences are excluded from consideration. This measure is attributed to the interval in which the ringing first occurred.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_RING_DURATION AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_RING_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID A_IB_Ring_Time	USED IN REPORT(S) None

## Routing Point Time

CLASS Handling Attempt		DESCRIPTION The sum of the durations, in seconds, that this IRF spent in routing point resources prior to arrival at the IRF resource.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.ROUTING_POINT_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Skill Matched

CLASS Handling Attempt		DESCRIPTION The count of requested skills that matched the skills that are associated with the IRF resource. This field applies only to IRF rows that represent agent resources. For other resource types, this field's value is null.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.MATCHED_SKILL_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) None

## Skill Requested

CLASS Handling Attempt		DESCRIPTION The count of requested skills during routing to find an appropriate agent.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.REQUESTED_SKILL_COUNT	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) None

## Standard Abandoned Time

CLASS Queue/Virtual Queue		DESCRIPTION The total amount of time, in seconds, that is associated with abandoned-while-queued inbound calls, excluding short-abandoned calls. The duration starts the moment that the inbound call enters the ACD or virtual queue and ends the moment that the line is dropped, but only after the short abandon threshold elapses.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_TIME_TO_ABANDON_DURATION - AG2_INB_V_QUEUE_[H,D,M].TOTAL_TIME_TO_S_ABN_DURATION	
ALTERNATE? No	AGG'N FUNCTION Sum	AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_TIME_TO_ABANDON_DURATION - AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_TIME_TO_S_ABN_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_WaitTimeToAbandon_NonShort	USED IN REPORT(S) None

## State Time Detail

CLASS State Detail		DESCRIPTION The total amount of time, in seconds, that this agent was in a specific state for a specific reason, irrespective of the interval(s) in which the state-reason combination endures. This time is measured from the moment that the agent enters this state-reason combination to the moment that the agent exits this state or state-reason combination. If the agent's state was still active when the data was compiled, the duration of the agent in this state appears as null in the reports.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN SM_RES_STATE_REASON_FACT.TOTAL_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_State_Time	USED IN REPORT(S) Daily Agent State Detail Report

## Talk Time

CLASS Activity		DESCRIPTION The description of this measure is dependent on the universe elements by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Agent Dimension:</b> The total amount of time, in seconds, that this agent spent talking to customers on inbound calls that the agent received and were assigned a business attribute.</li><li>• <b>Agent Group Dimension:</b> The total amount of time, in seconds, that agents who belong to this agent group spent talking with customers on inbound calls that the agents received and were assigned a business attribute.</li><li>• <b>Agent and Queue/VQ Dimensions:</b> The total amount of time, in seconds, that agents spent talking with customers on inbound calls that were assigned a business attribute and were distributed from this ACD or virtual queue.</li></ul> This measure excludes talk time that is associated with consultations and other call-related durations, such as hold time, ACW time, and ring time.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number		INFO MART TABLE.COLUMN AG2_INB_V_I_XN_AGENT_[H,D,M].TOTAL_TALK_DURATION AG2_INB_V_I_XN_AGENT_GRP_[H,D,M].TOTAL_TALK_DURATION AG2_INB_V_AGENT_QUEUE_[H,D,M].TOTAL_TALK_DURATION	
ALTERNATE? No	AGG'N FUNCTION Sum	INTERNAL METRIC ID A_IB_Time	USED IN REPORT(S) <a href="#">Agent Group Business Result Report</a> <a href="#">Agent Group Customer Segment Report</a> <a href="#">Agent Group Service Type Report</a> <a href="#">Agent Inbound Call Handling VQ Report</a>
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A		

## Talk Time

CLASS Business Attribute		DESCRIPTION The total amount of time, in seconds, that agents spent talking to customers for inbound calls that were assigned to this business attribute. This measure is attributed to the interval in which the call entered the contact center and excludes talk time that is associated with consultations and other call-related durations, such as hold time, ACW time, and ring time.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[ S , H , D ] . TOTAL_TALK_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_Time	USED IN REPORT(S) None

## Talk Time

CLASS Interval		DESCRIPTION  The total amount of time, in seconds, within the reporting interval that this agent spent talking to customers on inbound calls that the agent received. This measure excludes talk time that is associated with consultations and other call-related durations, such as hold time, ACW time, and ring time.	
MEDIA TYPE Voice			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_I_XN_AGENT_[S,H,D].TOTAL_TALK_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_IB_Time	USED IN REPORT(S) Agent Interval Based Report

## Talk Time

CLASS Queue/Virtual Queue		DESCRIPTION The total amount of time, in seconds, that agents spent talking to customers on inbound calls that were distributed from this ACD or virtual queue. This duration is attributed to the interval in which the calls entered the ACD or virtual queue and excludes talk time that is associated with consultations and other call-related durations, such as hold time, ACW time, and ring time.	
MEDIA TYPE Voice			
METRIC TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[ H,D,M] .TOTAL_AGENT_TALK_DURATION AG2_INB_V_QUEUE_GRP_[ H,D,M] .TOTAL_AGENT_TALK_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID VQ_IB_Time	USED IN REPORT(S) Queue-Virtual Queue Summary Report

## Time to Abandon

CLASS <b>Business Attribute</b>	DESCRIPTION The total amount of time, in seconds, that inbound calls that were assigned to this business attribute waited in queue or were ringing at the first target's DN before the calls were abandoned by the customer. This time includes the duration of calls that were abandoned within the short-abandon threshold.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].TOTAL_ABANDON_WAIT_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_WaitTimeToAbandon	USED IN REPORT(S) None

## Time to Abandon

CLASS <b>Queue/Virtual Queue</b>	DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query: <ul style="list-style-type: none"> <li>• <b>Queue/VQ Dimension:</b> The total amount of time, in seconds, that customers waited in queue before hanging up.</li> <li>• <b>Queue/VQ Group Dimension:</b> The total amount of time, in seconds, that customers waited in a queue that belongs to this queue group before hanging up.</li> </ul> The duration starts the moment that the inbound call enters the ACD or virtual queue and ends the moment that the line is dropped. The measurement includes short and standard abandoned calls, but excludes calls that were abandoned after distribution from the ACD or virtual queue, as well as inbound calls that were queued for consultation when they were abandoned.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_TIME_TO_ABANDON_DURATION AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_TIME_TO_ABANDON_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_WaitTimeToAbandon	USED IN REPORT(S) None

## Time to Answer

CLASS <b>Business Attribute</b>	DESCRIPTION The total amount of time, in seconds, that inbound calls that were assigned this business attribute were queued and/or ringing at a target's DN before the calls were answered by the first target. Duration starts when an inbound call of this business attribute enters the contact center and ends when the call is answered by a contact-center resource; therefore, it includes ring time, but it excludes the duration of inbound calls that are queued for consultation before they were answered.		
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_XN_ID_[H,D,M].TOTAL_ANSWER_WAIT_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID ST_IB_WaitTimeToAnswer	USED IN REPORT(S) None



## Total Duration

CLASS Handling Attempt		DESCRIPTION The total duration, in seconds, of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including the time that the interaction spent in mediation duration.	
MEDIA TYPE Voice			
MEASURE TYPE Detail			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN INTERACTION_RESOURCE_FACT.TOTAL_DURATION & MEDIATION_SEGMENT_FACT.MEDIATION_DURATION	
INTRODUCED IN 7.6.2	DISCONTINUED IN N/A	INTERNAL METRIC ID	USED IN REPORT(S) Interaction Handling Attempt Report

## Unknown State Time

CLASS State		DESCRIPTION The total amount of time, in seconds, that the state of this agent was neither Ready nor NotReady after login. The situation in which the state of an agent is neither Ready nor NotReady usually occurs upon first login if the switch, for instance, does not force agents into the Ready state upon login.	
MEDIA TYPE N/A			
MEASURE TYPE Interval			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_I_SESS_STATE_[S,H,D].TOTAL_LOGGED_IN_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID I_A_UnknownState_Time	USED IN REPORT(S) None

## Wait Time to Answer

CLASS Queue/Virtual Queue		DESCRIPTION The description of this measure is dependent on the universe element by which this measure is dimensioned and filtered in the report query:  <ul style="list-style-type: none"><li>• <b>Queue/VQ Dimension:</b> The total amount of time, in seconds, that customers waited before their call—distributed from this ACD or virtual queue—was answered by an agent or other resource.</li><li>• <b>Queue/VQ Group Dimension:</b> The total amount of time, in seconds, that customers waited before their call—distributed from an ACD or virtual queue that belongs to the queue group—was answered by an agent or other contact-center resource.</li></ul> Duration starts when the inbound call enters the ACD or virtual queue and ends when the call is accepted by the target resource; therefore, duration includes ring time, but it excludes inbound calls that were queued for consultation.	
MEDIA TYPE Voice			
MEASURE TYPE Disposition			
DATA TYPE Number			
ALTERNATE? No	AGG'N FUNCTION Sum	INFO MART TABLE.COLUMN AG2_INB_V_QUEUE_[H,D,M].TOTAL_TIME_TO_ANSWER_DURATION AG2_INB_V_QUEUE_GRP_[H,D,M].TOTAL_TIME_TO_ANSWER_DURATION	
INTRODUCED IN 7.6.0	DISCONTINUED IN N/A	INTERNAL METRIC ID Q_VQ_IB_WaitTimeToAnswer	USED IN REPORT(S) None





## Appendix

# A

## Dictionary of Data Elements

A more comprehensive dictionary of contact-center expressions and acronyms is provided in the *Genesys Technical Publications Glossary*.

abandoned call	<p>A call where the customer hangs up, or where the customer's line is dropped for whatever reason while the interaction:</p> <ul style="list-style-type: none"><li>• Is at the ACD queue or virtual queue.</li><li>• Has been diverted from the ACD or virtual queue, but has not been answered.</li><li>• Is ringing at the agent's desktop but has not been answered.</li></ul>
abandoned while ringing	<p>Abandoned while ringing interactions include those for which the customer drops the line while the interaction is ringing at the agent's desktop but has not been answered.</p>
ACD queue	<p>Automatic Call Distributor</p>
ACW	<p>The acronym for after-call work or after-call wrap-up.</p> <p>The time that an agent spends completing an interaction after it has been disconnected. This is represented by the length of time that the associated DN is in ACW state. This state occurs when the EventAgentNotReady TEvent is received at the agent's DN with a WorkMode attribute of AfterCallWork. After-call work can be either associated with a call or not. Call-related ACW results when the agent enters ACW state before disconnecting, or before the expiration of a configured time period after disconnecting.</p>
agent	<p>A Person object configured in Configuration Server. Whether the IsAgent field is marked is irrelevant for reporting purposes.</p>
agent's DN	<p>Any of a place's directory numbers (DNs) that are associated with an agent in Configuration Server.</p>
Alerting	<p>A media-neutral state that indicate that a signal was sent to a target to indicate an incoming call. For the voice media type, alerting is synonymous with ringing.</p>
AnsweredByAgent	<p>The technical-result reason that is reported when a configured Person object can be associated with the target's DN on which the call was answered. Cases in which a Person object cannot be associated with the target's DN are reported as AnsweredByOther.</p>

biar	The acronym for Business Intelligence Archive Resource. The <code>insights.biar</code> file stores the Interactive Insights universe, users, user groups, folders, and reports.
blind transfer	See <i>cold transfer</i> .
business attribute	<p>The classification of interactions by using predefined objects, each of which have a specific value within a range of values. In Configuration Server, this expression encompasses over a dozen types of business-related attributes including Contact Attributes, Case ID, and Language to name a few. Use of this expression within Interactive Insights, however, restricts the definition to one or more of the following:</p> <ul style="list-style-type: none"> <li>• Business Results</li> <li>• Customer Segment</li> <li>• Service Type</li> <li>• Service Subtype</li> </ul>
call-related ACW	See <i>ACW</i> .
cold transfer	Reflects that an agent immediately transfers an interaction to another agent without communicating first with that agent. Also known as a <i>blind transfer</i> .
CRM	The acronym for Customer Relationship Management
database-delegated measure	A metric for which the Business Objects Database Delegated aggregate function has been set in the measure's properties. When you refresh a Web Intelligence report, the aggregation of a database-delegated measure is left to the database server to perform.
distributed	<p>Distribution includes any of the following:</p> <ul style="list-style-type: none"> <li>• Distributed to another ACD or virtual queue</li> <li>• Distributed to an unmonitored resource</li> <li>• Answered</li> <li>• Redirected upon no answer</li> <li>• Abandoned by the customer while ringing at an agent's DN</li> </ul>
GA	The acronym for Generally Available.
held call	<p>A voice interaction that an agent temporarily leaves without disconnecting the line. Held calls can be placed on hold <i>explicitly</i>, such as when the agent presses (or clicks) the Hold button, or <i>indirectly</i>, such as when the agent initiates a consult interaction or answers another call on a multiline device without first pressing the Hold button. Line held calls can be retrieved from hold by any agent with a voice device that shows the held call; whereas exclusively held calls can only be retrieved from the device that initiated the hold.</p> <p>Unless it is otherwise indicated in this guide, the expressions <i>hold</i> and <i>held call</i> refer to interactions that were placed on hold either explicitly or indirectly, and that can be retrieved only by the telephone device from which the interaction was placed on hold.</p>
inbound consult call	A consult interaction that is associated with an inbound call.
IRF	A record in the <code>INTERACTION_RESOURCE_FACT</code> table.
IRF resource	The resource that is associated with a specific record in the <code>INTERACTION_RESOURCE_FACT</code> table.
line hold	See <i>held call</i> .
mediation DN	An ACD queue, virtual queue, routing point, or virtual routing point.



nonagent	Anything that can alert and establish (connect), but for which no Person object can be associated; for example, IVR ports, voice-treatment ports, and any DN. A nonagent cannot be a mediation DN, such as a queue or routing point.
queues	ACD-associated points at which interactions wait for a network resource.
resource	Any contact-center object that can receive and process interactions, including queues, agents, IVR ports, and routing ports.
RONA	The acronym for Redirected on No Answer. The situation in which an interaction gets distributed from a virtual queue and is then redirected at the first target. Redirection is also possible at the switch level for some T-Server types. RONA does not include this redirection.
short abandon call	A voice interaction that the customer drops, for any reason, inside of a minimum configured threshold of time and while the interaction is still at a mediation DN, before it is offered to a resource that can answer or accept the interaction.
smart measure	See <i>database-delegated measure</i> .
standard abandoned call	A voice interaction that the customer drops, for any reason, after the expiration of a minimum configured threshold of time and while the interaction is within a queue, virtual queue, or routing point. This expression excludes those interactions that are abandoned after they are distributed from the mediation DN object and before they could be answered by a resource (which is known as abandoned while ringing). Genesys software recognizes such interactions that surpass this threshold as truly abandoned interactions. Dropped interactions that do not last for this threshold of time are considered short abandoned interactions.
stuck calls	A classification of interactions that involves missynchronization between two or more interdependent contact-center components (such as T-Server and the switch, Stat Server and T-Server, or the Genesys Router and Stat Server).
target	An entity that can receive a call.
transfer	A system feature that enables moving an interaction from one extension to another. See also <i>warm transfer</i> and <i>cold transfer</i> .  Unless it is otherwise indicated in this document, this expression applies only to the movement of inbound interactions from one agent directly to another agent. The transfer of internal, outbound, or unknown call types is not reflected in the transfer-related measures in this document.
warm transfer	Reflects that an agent communicates with another agent before transferring an interaction to that agent.
Wrap	A media-neutral state (ACW in voice). The Wrap state is not recognized by the Multimedia Interaction Server.





## Appendix

# B Interactive Insights Report Queries

This chapter provides an example of a generated query for the Agent ACW Insights report. You can study this example to better understand the data each Interactive Insights report retrieves, and you can use it as a reference for creating your own reports. Please note that this query was automatically generated by Web Intelligence. The actual query used by this report may differ slightly when it is run and depending on how Interactive Insights and the supporting Genesys applications are configured in your environment. Use this report query only for reference as it may not be precise for all 7.6.x releases of Interactive Insights.

## Agent ACW Report Query

[Figure 10](#) depicts the universe dimensions, measures, and filters used in the construction of the Agent ACW report.

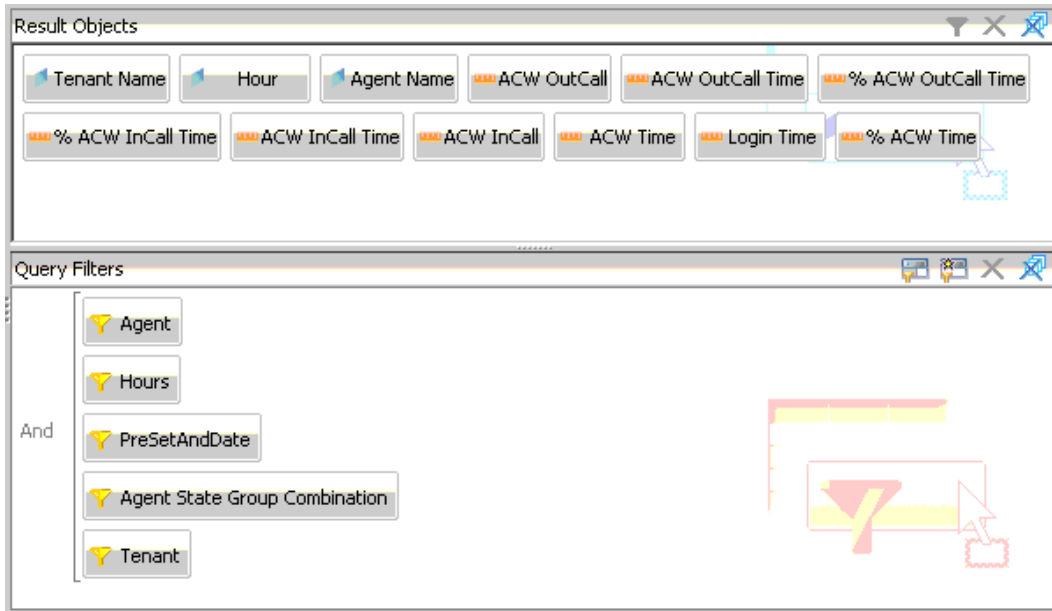


Figure 10: Universe Objects of the Agent ACW Report

From these elements, Web Intelligence generates the query in the following section and issues it against Info Mart when the report is refreshed and run.

## Generated SQL Statement for the Agent ACW Report

```
SELECT DISTINCT TENANT.TENANT_NAME
,
DATE_TIME.LABEL_YYYY_MM_DD_HH24
,
RESOURCE_.RESOURCE_NAME
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_OUTCALL_COUNT)
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_OUTCALL_DURATION),
CASE
    WHEN (
        SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION)
    )
    <> 0
    THEN 1.0 * ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_OUTCALL_DURATION) ) /
        ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION) )
    ELSE 0
END,
CASE
    WHEN (
        SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION)
    )
    <> 0
    THEN 1.0 * ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_INCALL_DURATION) ) /
        ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION) )
    ELSE 0
END
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_INCALL_DURATION)
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_INCALL_COUNT)
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION)
,
SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_LOGIN_SESSION_DURATION),
```





## Appendix B: Interactive Insights Report Queries

```

CASE
    WHEN (
        SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_LOGIN_SESSION_DURATION)
    ) <>0
    THEN 1.0 * ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_ACW_DURATION) ) /
        ( SUM(AG2_INB_V_I_SESS_STATE_HOUR.TOTAL_LOGIN_SESSION_DURATION) )
    ELSE 0
END
FROM TENANT
    INNER JOIN AG2_INB_V_I_SESS_STATE_HOUR ON
    ( TENANT.TENANT_KEY=AG2_INB_V_I_SESS_STATE_HOUR.TENANT_KEY )
    INNER JOIN RESOURCE_ ON
    ( RESOURCE_.RESOURCE_KEY=AG2_INB_V_I_SESS_STATE_HOUR.RESOURCE_KEY )
    INNER JOIN DATE_TIME ON
    ( DATE_TIME.DATE_TIME_KEY=AG2_INB_V_I_SESS_STATE_HOUR.STD_TENANT_DATE_TIME_KEY )
WHERE ( RESOURCE_.RESOURCE_TYPE_CODE='AGENT' )
AND (
    (
        (
            ( RESOURCE_.RESOURCE_NAME )
                IN @Prompt('Agent:', 'A', 'Activity\Agent Name', MULTI, CONSTRAINED, Persistent,
                    { 'ALL' }, USER:10) OR
            'ALL' IN @Prompt('Agent:', 'A', 'Activity\Agent Name', MULTI, CONSTRAINED, Persistent,
                { 'ALL' }, USER:10)
        )
    )
    AND (
        DATE_TIME.CAL_HOUR_24_NUM_IN_DAY BETWEEN
            @Prompt('From Hour:', 'N', 'Time\Hour', Mono, Constrained, Persistent, { '0' }, USER:5) AND
            @Prompt('To Hour:', 'N', 'Time\Hour', Mono, Constrained, Persistent, { '24' }, USER:6)
    )
    AND (
        DATE_TIME.DATE_TIME_KEY IN
        ( SELECT DATE_TIME_KEY
            FROM DATE_TIME
            WHERE
                'None'=@Prompt('Pre-set Day Filter:', 'C', 'Time\Day Date Range', Mono, Constrained,
                    Persistent, { 'Today' }, USER:1)
        )
        AND
        DATE_TIME.DAY_KEY =
        (
            SELECT MIN(DATE_TIME_DAY_KEY)
            FROM DATE_TIME
            WHERE CAL_DATE IN
            (
                SELECT MAX(CAL_DATE)
                FROM DATE_TIME
                WHERE CAL_DATE<= @Prompt('Report Date:', 'D', , Mono, Free, Persistent,
                    { '8/20/2009 12:00:00 AM' }, USER:2)
            )
        )
    )
    UNION ALL

    SELECT DATE_TIME_KEY
    FROM DATE_TIME
    WHERE 'None'<>@Prompt('Pre-set Day Filter:', 'C', 'Time\Day Date Range', Mono, Constrained,
        Persistent, { 'Today' }, USER:1)

```

```

AND DATE_TIME.DATE_TIME_KEY BETWEEN
    ( SELECT RANGE_START_KEY
      FROM RELATIVE_RANGE
      WHERE RANGE_NAME=@Prompt('Pre-set Day Filter:', 'C', 'Time\Day Date Range',
                                Mono, Constrained, Persistent, {'Today'}, USER:1) )
AND
    ( SELECT RANGE_END_KEY-1
      FROM RELATIVE_RANGE
      WHERE RANGE_NAME=@Prompt('Pre-set Day Filter:', 'C', 'Time\Day Date Range', Mono,
                                Constrained, Persistent, {'Today'}, USER:1)
    )
)
)
AND (
    'ALL' IN @Prompt('Agent Group:', 'A', 'Activity\Agent Group', MULTI, CONSTRAINED,
                    Persistent, {'ALL'}, USER:9)
OR (
    AG2_INB_V_I_SESS_STATE_HOUR.GROUP_COMBINATION_KEY
)
IN
(
    SELECT RESOURCE_GROUP_COMBINATION.GROUP_COMBINATION_KEY
    FROM RESOURCE_GROUP_COMBINATION, GROUP_
    WHERE GROUP_.GROUP_KEY=RESOURCE_GROUP_COMBINATION.GROUP_KEY
    AND GROUP_.GROUP_TYPE_CODE IN ( 'AGENT', 'UNKNOWN' )
    AND GROUP_.GROUP_NAME IN @Prompt('Agent Group:', 'A', 'State\Agent Group', MULTI,
    CONSTRAINED, Persistent, {'ALL'}, USER:9)
)
)
AND (
    (
        ( TENANT.TENANT_NAME ) IN
            @Prompt('Tenant:', 'A', 'Service Objects\Tenant Name', MULTI, CONSTRAINED,
                    Persistent, {'ALL'}, USER:20)
        OR 'ALL' IN @Prompt('Tenant:', 'A', 'Service Objects\Tenant Name', MULTI, CONSTRAINED,
                            Persistent, {'ALL'}, USER:20)
    )
)
)
GROUP BY TENANT.TENANT_NAME ,
DATE_TIME.LABEL_YYYY_MM_DD_HH24,
RESOURCE_.RESOURCE_NAME ;

```



## Appendix

# C

## Reports to Aggregation Tables Matrix

The following table maps the aggregation tables that are used by each Interactive Insights report. The reports reference other dimension and fact tables that are not included in the matrix. If you do not need some of these reports, you can elect not to have the Genesys Info Mart Server populate them by setting configuration options accordingly. Refer to the table in the *Genesys Interactive Insights 7.6 Deployment Guide* for an aggregation-options matrix that shows which options control data population of which tables.

**Table 1: Mapping of Reports to Aggregation Tables**

Info Mart Aggregation Table	Interactive Insights Report															
	Abandon Delay Report	Agent ACW Report	Agent Conduct Report	Agent Group Inbound Call Handling Report	Agent Group Business Result Report	Agent Group Customer Segment Report	Agent Group Service Type Report	Agent Inbound Call Handling VO Report	Agent Inbound Utilization Report	Agent Interval-Based Report	Agent Not Ready Reason Code Report	Agent Not Ready Report	Business Metrics Executive Report	Call Volume Business Result Report	Call Volume Customer Segment Report	Call Volume Service Subtype Report
AG2_INB_V_AGENT_QUEUE_[H,D,M]								✓								
AG2_INB_V_I_XN_AGENT_[S,H,D]										✓						
AG2_INB_V_I_SESS_STATE_[S,H,D]		✓									✓	✓				
AG2_INB_V_I_STATE_RSN_[S,H,D]											✓					
AG2_INB_V_I_XN_AGENT_[H,D,M]			✓						✓							
AG2_INB_V_I_XN_AGENT_GRP_[H,D,M]			✓	✓	✓	✓	✓									
AG2_INB_V_I_XN_ID_[H,D,M]													✓	✓	✓	✓
AG2_INB_V_QUEUE_[H,D,M]																✓
AG2_INB_V_QUEUE_ABN_[H,D,M]	✓															
AG2_INB_V_QUEUE_ANS_[H,D,M]																✓
AG2_INB_V_QUEUE_GRP_[H,D,M]															✓	✓

The following abbreviations are used to represent aggregation levels in some of the preceding table names. The complete name of the table spells out the levels as follows:

S=SUBHOUR      H=HOUR      D=DAY





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