



Reporting Technical Reference

8.0 Solution Reporting Templates

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Preface

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

This guide is valid only for the 8.0 release(s) of this product.

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

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

- [The Reporting Technical Reference Series, page 5](#)
- [Intended Audience, page 6](#)
- [Making Comments on This Document, page 6](#)
- [Navigating This Document, page 7](#)
- [Contacting Genesys Technical Support, page 8](#)
- [Chapter Summaries, page 8](#)
- [New In This Release, page 9](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 381](#).

The Reporting Technical Reference Series

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

- *Reporting Technical Reference 8.0 Overview*
- *Reporting Technical Reference 7.6 Report Generation Assistant*
- *Reporting Technical Reference 8.0 Customization*
- *Reporting Technical Reference 7.6 Data Mart Conceptual Data Model*

Some components of Reporting (such as Report Generation Assistant and Data Mart) are associated with the 7.6 release while others (such as CCPulse+ and CCPulse+ reporting templates) are associated with release 8.0—hence, the difference in the release numbers that appear in the titles.

This book describes nearly every aspect of the Genesys-provided reporting templates for Genesys Universal Routing (which consists of Enterprise Routing and Network Routing), Genesys eServices (which consists of Email, Web Media, Open Media, and Voice channels), Genesys SIP Instant Messaging, and Genesys Outbound Contact. To learn how to tailor these templates, refer to the *Customization* book of the *Reporting Technical Reference* series.

Intended Audience

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

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

You should also be familiar with database technology and operation of CCPulse+ and CC Analyzer, including Hyperion software from the Oracle EPM System 11.1.2 suite.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to Techpubs.webadmin@genesyslab.com.

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

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Navigating This Document

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

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

Stat Type		Statistical Group		Solution		Notification Frequency	Insensitivity
Filter	Time Range	Time Range 1	Interval Type	Time Profile	Format	Introduced In	Discontinued In
Historical Association		Description					
Calling Template							

Figure 1: Form Used to Describe Each CCPulse+ Metric

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

1. Selecting the Solution-Provided Templates hyperlink from the Table of Contents on [page 3](#), takes you to [page 11](#), where you see the Outbound Contact hyperlink.
2. Clicking this link takes you to [page 14](#) where you see the Outbound Contact form listing all the templates provided by this solution.
3. Clicking the QueueView hyperlink listed in the Real-Time Templates area of the form takes you to [page 37](#), where the QueueView form lists the metrics and provides a description of the QueueView real-time template.
4. Clicking the %Distrib metric listed under the Performance category of the QueueView form takes you to [page 117](#), where the real-time %Distrib metric is described in the form of the same name.
5. Finally, clicking the DistribCallsPercentage hyperlink listed under the Stat Type area of this form takes you to [page 309](#), where the DistribCallsPercentage form displays and describes the DistribCallsPercentage stat type in full.

This format, in conjunction with Adobe Reader's navigation capabilities, enables you to jump back and forth between the templates, layouts, metrics, and statistical parameters. In this way, you can drill down to the most granular level and study a stat type's definition, for instance. The Adobe Reader 8.0 Page Navigation toolbar (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.

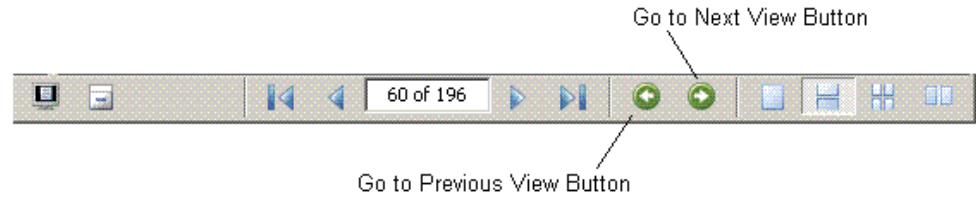


Figure 2: Adobe Reader Go to Previous/Next View Buttons

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

Contacting Genesys Technical Support

If you have purchased support directly from Genesys, contact Genesys Technical Support at the following regional numbers:

Region	Telephone	E-mail
North America and Latin America	+888-369-5555 (toll-free) +506-674-6767	support@genesyslab.com
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Asia Pacific	+61-7-3368-6868	support@genesyslab.com.au
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868	support@genesyslab.com.au
India	000-800-100-7136 (toll-free) +91-(022)-3918-0537	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp
Before contacting Technical Support, refer to the <i>Genesys Technical Support Guide</i> for complete contact information and procedures.		

Chapter Summaries

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

- [Solution-Provided Templates \(page 11\)](#)—listing the CCPulse+ and CC Analyzer templates provided with each solution and solution option.

- [Solution-Provided Metrics \(page 15\)](#)—listing, as applicable, the real-time, historical, and query-based metrics provided with CCPulse+ and CC Analyzer templates for each solution and solution option.
- [CCPulse+ Templates \(page 21\)](#)—describing each solution-provided CCPulse+ template and listing its metrics.
- [CC Analyzer Report Templates \(page 41\)](#)—describing each report template, listing the aggregation levels provided by each, and connecting presentation names to column names in the Data Mart.
- [ODS Layout Templates \(page 53\)](#)—describing each layout template’s purpose and listing its ODS column names on which Historical Reporting metrics are based.
- [Data Mart Folder Templates \(page 73\)](#)—describing functionality and listing the composite metrics used by each folder template.
- [Data Mart Composite Metrics \(page 81\)](#)—providing the formulae used for each metric.
- [CCPulse+ Metrics \(page 113\)](#)—listing the filter, stat type, time profile, and formulae (if applicable) used by each CCPulse+ metric that is provided by one or more of the out-of-box CCPulse+ templates.
- [Historical Reporting Metrics–Sourced from Stat Server \(page 213\)](#)—listing the filters and stat types used by the Historical Reporting metrics sourced from Stat Server.
- [Stat Server Stat Type Definitions \(page 251\)](#)—providing the masks, statistical categories, object types, subjects, and full description for each stat type.
- [Statistical Parameters \(page 369\)](#)—providing the definitions for time ranges, filters, and time profiles used in the canned report templates.

New In This Release

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

- For your reference, the previous edition of this document is the *Reporting Technical Reference Guide for the Genesys 7.2 Release*. All of the books listed on [page 5](#) (with the exception of RGA) comprised this single volume.
- The following CCPulse+ templates are introduced this 8.0 release. Their descriptions and listing of measures are described on the listed pages.
 - [Agent Performance SIP IM](#), packaged with the Web Media reporting templates. See [page 24](#).
 - [Agent Performance SMS](#), packaged with E-mail reporting templates. See [page 24](#).
 - [Queue Performance SIP IM](#), packaged with Web Media reporting templates. See [page 37](#).
- All historical report templates (*.bqy) (listed in Table 2 on [page 49](#)) have been upgraded to function in Hyperion Interactive Reporting 11.1.2.

- The definition of the `AverHandleDNActionTime` has been improved. See [page 264](#).
- The following stat types are introduced in this release to support the new templates:
 - `Average_Processing_Time` stat type (see [page 261](#))
 - `Calls_Handled` stat type (see [page 270](#))
 - `Calls_InProcessing` stat type (see [page 272](#))
 - `HandleDNActionTime` stat type (see [page 316](#))
 - `OldestWaitTime` stat type (see [page 330](#))
- The `SMS_MEDIA` filter is introduced to help define metrics in the new Agent Performance SMS template. See [page 376](#).
- All Voice Callback and GIM Inbound Voice templates, measures, and statistical parameters are discontinued as of 8.0 and have been removed from this document.



Chapter

1

Solution-Provided Templates

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

- [Listing of Templates, page 11](#)
- [The Templates, page 13](#)

Listing of Templates

Genesys provides templates for the following solutions and solution channels:

- [E-mail](#)
- [Open Media](#)
- [Voice](#)
- [Enterprise Routing](#)
- [Outbound Contact](#)
- [Web Media](#)

The E-mail, Voice, Web Media, and Open Media templates support Genesys eServices/Multimedia 8.0. The Enterprise Routing templates support Universal Routing 8.0 to provide reporting for events sourced from Network Routing as well as from Enterprise Routing.

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

Descriptions of Form Labels

Form Title	The name of the Genesys solution or option.
CCPulse+ Templates	Lists all CCPulse+ templates offered by the solution or option. Unlike previous release, each CCPulse+ template is provided individually in a binary-formatted file having a .btpl extension. In prior releases, all CCPulse+ templates that were offered by a solution or solution channel were stored collectively together in the Templates.stg file.
Historical ODS Layout Templates	Lists all historical ODS layout templates offered by the solution or by the solution channel. ODS layout templates specify which data is to be collected. These templates are provided as .xml files.
Historical Report Templates	Lists all historical Hyperion Interactive Reporting (HIR) report templates currently offered by the solution or solution channel. The HIR templates enable reporting about various contact center activities using predefined aggregation levels Report templates are stored as .bqy files.

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

Refer to the [“CCPulse+ Templates”](#), [“ODS Layout Templates”](#), and [“CC Analyzer Report Templates”](#) chapters for information about the content of these templates.

The Templates

E-mail

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

Enterprise Routing

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

* These templates are provided in broadcast format so that you can try out the report-broadcasting capabilities of Brio Enterprise. As of December 2002, the comparable nonbroadcast versions of these templates have been discontinued.

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

Open Media

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

Outbound Contact

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

* This template is provided in broadcast format so that you can try out the report broadcasting capabilities of Brio Enterprise. As of December 2002, the comparable nonbroadcast version of this templates has been discontinued.

Voice

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

Web Media

CCPULSE+ TEMPLATES Agent Performance SIP IM General Chat Handling	Queue Performance SIP IM	Resource Chat Handling
HISTORICAL ODS LAYOUT TEMPLATES CHAT_A CHAT_GA	CHAT_GH CHAT_GP	CHAT_P
HISTORICAL REPORT TEMPLATES None		



Chapter

2

Solution-Provided Metrics

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

Descriptions of Form Labels

Form Title	The name of the Genesys solution or channel.
Real-Time Metric	Lists, in alphabetical order, all real-time metrics that are offered by the solution or channel.
Corresponding Historical Metric	Lists the corresponding historical metric, if applicable, that is offered by the solution or by a solution channel.

E-mail

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

A=for agents, places, and groups thereof

T=for tenants

Q=for interaction queues

S=filtered specifically for SMS media

Enterprise Routing

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

A=for agents, groups, and places

D=for DNs

Open Media

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

Outbound Contact

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

Voice

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

Web Media

REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC	REAL-TIME METRIC	CORRESPONDING HISTORICAL METRIC
%Abandoned ^C	N/A	Inbound ^C	CHAT_INB
Abandon Time ^C (avg)	N/A	Internal Made ^C	N/A
Abandoned	CHAT_GN_ABND	Internal Processing Time ^C	N/A
Abandoned ^C	N/A	Internal Taken ^C	N/A
Answer (total time)	CHAT_GN_ANSW_T	N/A	CHAT_CCH_INTR
Answer (avg)	N/A	N/A	CHAT_CCH_RQ
Answered	CHAT_GN_ANSW	N/A	CHAT_MNTR
Answered ^C	N/A	N/A	CHAT_MNTR_INIT
Conferences Initiated ^C	CHAT_CNF_INIT	N/A	CHAT_RCV_CCH
Conferences Joined ^C	CHAT_CNF_JOIN	N/A	CHAT_RQ_CCH
Conferences Joined ^S	N/A	Oldest Wait Time ^C (current)	N/A
Consultations Initiated ^C	N/A	Processing ^C	CHAT_PRC_T
Consultations Joined ^C	N/A	Processing time (avg)	N/A
Consultation Processing Time ^C	N/A	Processing Time ^C (avg)	N/A
Entered	CHAT_GN_ENTR	Processing Time ^C	N/A
Entered ^C	N/A	Transfers	CHAT_GN_TRF
Handle (total time)	CHAT_GN_HNDL_T	Transfers Made ^C	CHAT_TRF_MD
Handle (avg time)	N/A	Transfers Made ^C	N/A
Handled	CHAT_GN_HNDL	Transfers Taken ^C	CHAT_TRF_TK
Handled ^C	N/A	Transfers Taken ^C	N/A
Handled (current number)	N/A	Wait Time ^C (avg)	N/A
In Processing ^C	N/A	Wait Time ^C (total)	N/A
In Processing ^C (current number)	N/A	Waiting (current number)	N/A
		Waiting (current number)	N/A

C=filtered specifically for chat media



Chapter

3

CCPulse+ Templates

The Genesys-provided CCPulse+ templates gather real-time data from Stat Server and Interaction Server and historical data from Data Mart. All CCPulse+ templates for a particular solution or solution channel are stored in the templates storage location which is defined during CCPulse+ configuration. Refer to the *Reporting 8.0 CCPulse+ Administrator's Guide* for information about the configuration of template storages and specifically about the binary format in which all Genesys-provided CCPulse+ 8.0 templates are saved.

CCPulse+ templates also define the content and appearance of report views. To view and/or modify the templates that are stored in the templates storage or to define new templates, you must log in to CCPulse+ as a user with administrative rights. For more information about setting up CCPulse+ administrators, refer to “Setting Up Real-Time Reporting” in the *Reporting 8.0 Deployment Guide*.

CCPulse+ templates require:

- One or more object types that the view statistically represents.
- A statistic or group of statistics for the specified object. CCPulse+ requests these statistics from Stat Server when the view is opened.
- One or more graphs to display the information.

For advanced users, you can define your own stat types within Stat Server and then collect real-time information about contact center objects within a customized CCPulse+ report using the Template Wizard. For more information, refer to “Creating Templates” in *Reporting 8.0 CCPulse+ Help* and the *Reporting 8.0 CCPulse+ Administrator's Guide*.

This chapter includes the following sections:

- [CCPulse+ Statistical Groups, page 22](#)
- [Listing of CCPulse+ Templates by Solution/Channel, page 23](#)
- [The CCPulse+ Templates, page 24](#)

CCPulse+ Statistical Groups

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

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

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

Listing of CCPulse+ Templates by Solution/Channel

This section presents each solution's CCPulse+ templates:

E-mail

Agent Performance SMS
E-mail Queue
General E-mail Handling
Resource E-mail Handling

Enterprise Routing

AgentView
DNView
GroupsView
PlaceView
QueueView

Open Media

Media X Queue Template
Media X Resource Template

Outbound Contact

AgentView
CallingListView
CampaignView
CampCallingListView
CampGroupView
DNView
GroupsView
PlaceView
QueueView

Voice

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

Web Media

Agent Performance SIP IM
General Chat Handling
Queue Performance SIP IM
Resource Chat Handling

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

Descriptions of Form Labels

Form Title	The name of the CCPulse+ template.
Solution	Identifies the Genesys products that provide the template.
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.
Statistical Groups and Statistics	Lists all statistics defined to each template and their statistical grouping.
Description	Provides a synopsis of what a generated view based on this template conveys. This field also describes some general metrics changes that occurred between releases.

The CCPulse+ Templates

Agent Performance SIP IM

SOLUTION Web Media		INTRODUCED IN 8.0	DISCONTINUED IN N/A
TOTAL NUMBER Handled Transfers Made Transfers Taken Consultations Initiated Consultations Joined Internal Made Internal Taken	CURRENT In Processing	AVERAGE Processing Time	TOTAL TIME Processing Time Internal Processing Time Consultation Processing Time
DESCRIPTION Provides metrics about the instant-messaging (or chat) activities conducted by agents where the chat sessions are processed by a SIP Server (rather than by an Interaction Server).			

Agent Performance SMS

SOLUTION E-mail		INTRODUCED IN 8.0	DISCONTINUED IN N/A
TOTAL NUMBER Handled Offered Accepted Rejected Pulled Timed Out Transfers Made Transfers Taken Conferences Joined	CURRENT In Processing	AVERAGE Processing Time	TOTAL TIME Processing Time
DESCRIPTION Provides metrics (sourced from Interaction Server) about the text messages processed by agents on their phone or mobile devices.			

AgentView_[1]

SOLUTION Enterprise Routing		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE AgentStatus	
DESCRIPTION <p>Collects metrics about agent activity including the agent's current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time.</p> <p>Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category. Likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used with all but the TotalLogin metric, which continues to be based on TotalTime. The AgentStatus metric is based on the CurrentAgentState stat type. Also in the 6.5 release, the AverageHandle metric was renamed AvgHandle to be consistent with metric names used in other CCPulse+ templates.</p> <p>The TotalWait metric was added to this template during the 6.5.001 release.</p>			

AgentView_[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CALLSREPORT	TIMEREPORT	CURRENTSTATE	
Internal	AvgInbound	AgentStatus	
Consult	AvgOutbound		
Outbound	AvgConsult		
Inbound	AvgHandle		
ASM_Received	AvgHandleWithASM		
ASM_Outbound	TotalLogin		
	TotalACW		
	TotalINR		
	TotalInbound		
	TotalOutbound		
	TotalConsult		
	TotalASM_Outbound		
	TotalTalk		
	TotalWait		
DESCRIPTION			
<p>Collects metrics related to an agent's activity including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5 release of this template, the AverageHandle and AverageHandleWithASM metrics were renamed AvgHandle and AvgHandleWithASM respectively to be consistent with metric names used in other templates. (See AgentView_[1] for additional information.)</p> <p>The TotalInbound, TotalOutbound, TotalConsult, TotalASM_Outbound metrics were added during the 7.0.1 release of this template. Also, in this release, the Average metrics (AvgInbound, AvgOutbound, ...) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective AverageStatusTime stat type as was the case in previous releases.</p>			

CallingListView

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Outbound Contact	6.0	N/A
CAMPAIGNSTATE HitRatio EstimTimeToComplete	CALLSREPORT Abandoned AnswerMachine Answers Busy DoNotCall Dropped FaxModem NoAnswer NoRPC SITDetected SITNoCircuit SITOperIntercept SITReorder SITUnknown SITVacant Cancel DialMade	RECORDREPORT CallBacksCompleted CallBacksMissed CallBacksScheduled PerCallBacksCompleted PerCallBacksMissed PerCallBacksScheduled RecordsCompleted
<p>DESCRIPTION</p> <p>Collects metrics related to a campaign's calling list. Metrics in the CallsReport and RecordReport groups are based on several stat types all using the TotalNumber statistical category.</p> <p>In the 6.5.001 release of this template, many metrics were renamed to be consistent with names used in other CCPulse+ templates:</p> <ul style="list-style-type: none"> • CallCancel → Cancel • CampCallBackComplete → CallBacksCompleted • CampCallBackMissed → CallBacksMissed • CampCallBackScheduled → CallBacksScheduled • PerCallBackCompleted → PerCallBacksCompleted • PerCallBackMissed → PerCallBacksMissed • PerCallBackScheduled → PerCallBacksScheduled <p>In addition, the Performance statistical group was renamed CampaignState and the CallReport statistical group was renamed CallsReport.</p> <p>The DialMade metric was added during the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.</p>		

CampaignView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CAMPAIGNSTATE	CALLSREPORT	RECORDREPORT	
HitRatio	Abandoned	CallBacksCompleted	
EstimTimeToComplete	AnswerMachine	CallBacksMissed	
	Answers	CallBacksScheduled	
	Busy	PerCallBacksCompleted	
	DoNotCall	PerCallBacksMissed	
	Dropped	PerCallBacksScheduled	
	FaxModem	RecordsCompleted	
	NoAnswer		
	NoRPC		
	SITDetected		
	SITNoCircuit		
	SITOperIntercept		
	SITReorder		
	SITUnknown		
	SITVacant		
	Cancel		
	DialMade		
DESCRIPTION			
Collects metrics that monitor a campaign's activity, performance, and current campaign status. Metrics in the CallsReport and RecordReport groups are based on several stat types all using the TotalNumber statistical category.			
In the 6.5.001 release of this template, four metrics were renamed to be consistent with names used in other CCPulse+ templates:			
• CallCancel → Cancel		• PerCallBackMissed → PerCallBacksMissed	
• PerCallBackCompleted → PerCallBacksCompleted		• PerCallBackScheduled → PerCallBacksScheduled	
In addition, the RecordsCanceled metric was removed from the RecordReport statistical group.			
The DialMade metric was added during the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.			

CampCallingListView

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CAMPAIGNSTATE HitRatio	CALLSREPORT Abandoned AnswerMachine Answers Busy DoNotCall Dropped FaxModem NoAnswer NoRPC SITDetected SITNoCircuit SITOperIntercept SITReorder SITUnknown SITVacant Cancel DialMade	RECORDREPORT CallBacksCompleted CallBacksMissed CallBacksScheduled PerCallBacksCompleted PerCallBacksMissed PerCallBacksScheduled RecordsCompleted	
DESCRIPTION Collects metrics related to a campaign’s calling list. Metrics in the CallReport and RecordReport groups are based on several stat types all using the TotalNumber statistical category. In the 6.5.001 release of this template, many metrics were renamed to be consistent with metric names used in other CCPulse+ templates: <div><div>• CallCancel → Cancel • CampCallBackComplete → CallBacksCompleted • CampCallBackMissed → CallBacksMissed • CampCallBackScheduled → CallBacksScheduled</div><div>• PerCallBackCompleted → PerCallBacksCompleted • PerCallBackMissed → PerCallBacksMissed • PerCallBackScheduled → PerCallBacksScheduled</div></div> In addition, the Performance statistical group was renamed CampaignState, the CallReport statistical group was renamed CallsReport, and the template itself was renamed from CampCallInListView. The DialMade metric was added to the 7.0.1 release of this template. Also in this release, the HitRatio metric is calculated directly within CCPulse+ using its formula feature instead of being provided by the CampHitRatio stat type.			

CampGroupView

SOLUTION Outbound Contact	INTRODUCED IN 6.0	DISCONTINUED IN N/A
PERFORMANCE SystemError DialMode WaitingAgent WaitingPort WaitinRecords	TIMEREPORT Activated Deactivated Running SystemError WaitingAgents WaitingPort WaitingRecords	GROUPSTATE GroupStatus
DESCRIPTION Collects metrics related to a campaign group's activities. Metrics in the Performance group are based on several stat types all using the CurrentTime statistical category. TimeReport metrics are based on stat types all employing the TotalTime statistical category to measure duration. In the 6.5.001 release of this template, the CurrTime and TotalTime groups were renamed to Performance and TimeReport respectively.		

DNView

SOLUTION Enterprise Routing, Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Consult Inbound Internal Outbound	TIMEREPORT AvgConsult AvgInbound AvgOutbound AvgHandle TotalACW TotalINR TotalTalk	CURRENTSTATE DNStatus	
DESCRIPTION Collects metrics related to DN activity. Metrics in the CallsReport group are based on several stat types all using the TotalNumber statistical category. TimeReport metrics are based on stat types using the TotalTime and AverageTime categories. The DNStatus metric is based on the CurrentDNState stat type. In the 6.5.001 release of this template, the Aver metrics (AverConsult, AverHandle, ...) were renamed Avg (AvgConsult, AvgHandle, ...).			

E-mail Queue

SOLUTION E-mail	INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Entered Stopped Processing Moved out	CURRENT In Queue Waiting Processing In Processing	OTHER Maximum Interactions Minimum Interactions
DESCRIPTION Combines statistics for performance analysis of an individual e-mail queue. Statistics in all three groups are calculated from the eServiceInteractionStat.jar archive, which is a Stat Server Java Extension provided by eServices.		

General Chat Handling

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

General E-mail Handling

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

GroupsView_[1]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Enterprise Routing		6.0	N/A
CALLSREPORT	TIMEREPORT	PERFORMANCE	CURRENTSTATE
Internal	AvgInbound	WaitingForACall	GroupState
Consult	AvgOutbound	NotReadyForACall	
Inbound	AvgConsult	AfterCallWork	
Outbound	AverHandle	CallsInConsulting	
	TotalACW	InboundCalls	
	TotalNR	InternalCalls	
	TotalTalk	OutboundCalls	
	TotalWait	CallsInDialing	
		CallsInRinging	
		CallsOnHold	
		TotalCallsOnHold	
		TransfersMade	
		TransfersTaken	
DESCRIPTION			
Collects metrics related to an agent group's activity and performance including the group's current status, total number, and duration of different types of calls received, average handling time, total login, after-call work, and not ready time.			
Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used instead. The Average metrics under the TimeReport group continue to use the AverageTime statistical category. The GroupState metric is based on the CurrentGroupState stat type.			
The TotalWait, TotalCallsOnHold, TransfersMade, and TransfersTaken metrics were added to the 6.5.001 release of this template.			

GroupsView_[2]

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Outbound Contact		6.0	N/A
CALLSREPORT	TIMEREPORT	PERFORMANCE	CURRENTSTATE
Internal	AvgInbound	WaitingForACall	GroupState
Consult	AvgOutbound	NotReadyForACall	
Outbound	AvgConsult	AfterCallWork	
Inbound	AvgHandle	CallsInConsulting	
ASM_Outbound	AvgHandleWithASM	InboundCalls	
ASM_Received	TotalACW	InternalCalls	
	TotalNR	OutboundCalls	
	TotalInbound	CallsInDialing	
	TotalOutbound	CallsInRinging	
	TotalConsult	CallsOnHold	
	TotalASM_Outbound	ASM_Received	
	TotalTalk	ASM_Outbound	
	TotalWait	TotalCallsOnHold	
		TransfersMade	
		TransfersTaken	
DESCRIPTION			
<p>Collects metrics related to an agent group's activity and performance including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the <code>AverHandle</code> metric was renamed <code>AvgHandle</code> to be consistent with metric names used in other templates. (See GroupsView_[1] for additional information.)</p> <p>The <code>TotalInbound</code>, <code>TotalOutbound</code>, <code>TotalConsult</code>, and <code>TotalASM_Outbound</code> metrics were added to the 7.0.1 release of this template. Also, in this release, the Average metrics (<code>AvgInbound</code>, <code>AvgOutbound</code>, ...) are calculated directly within CCPulse+ using its formula feature instead of being provided by the respective <code>Aver...StatusTime</code> stat type as was the case in previous releases.</p>			

KPI Agent

SOLUTION		INTRODUCED IN	DISCONTINUED IN
Voice		7.2	N/A
CURRENT AGENTS	CALL HANDLING	AGENT TIMES	TOTAL CALLS
Logged In	Hold Time Ratio	AHT	Total Entered
Ready	Transfer Ratio	Total Login Time	Total Answered
Not Ready		Total Ready Time	Total Transferred
		Hold Time Inbound	Total Released
AGENT RATIOS		Hold Time Outbound	
Ready Ratio		Talk Time Inbound	
Not Ready Ratio		Talk Time Outbound	
Average Ready Ratio		After Call Work Inbound	
		After Call Work Outbound	
DESCRIPTION			
Collects and combines metrics for analysis of key performance indicators (KPIs) for an agent.			

KPI Queue

SOLUTION Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
CURRENT CallWaiting	CURRENT AGENTS Current Logged In Current Ready Current Not Ready	AGENT TIMES Total Login Time Total Ready Time	TOTAL TIME Total_Time_to_Answer
AVERAGES ASA		TOTAL CALLS Total_Entered Total_Answered Total_Abandoned Total_Distributed	
RATIOS Call Abandoned Ratio	AGENT RATIOS Current Ready Ratio Current not Ready Ratio Average Ready Ratio		
DESCRIPTION Collects and combines metrics for analysis of key performance indicators (KPIs) for all agents logged in to a given queue.			

KPI Tenant

SOLUTION Voice		INTRODUCED IN 7.2	DISCONTINUED IN N/A
CURRENT Current Calls Waiting	AGENT RATIOS Ready Ratio Not Ready Ratio Average Ready Ratio	AGENT TIMES AHT Total Login Time Total Ready Time Hold Time Inbound Hold Time Outbound Talk Time Inbound Talk Time Outbound After Call Work Inbound After Call Work Outbound	TOTAL CALLS Total Entered Total Answered Total Abandoned Total Distributed Total Cleared Total Released Total Transferred Total Time To Answer
AVERAGES ASA			
RATIOS Call Abandoned Ratio	CALL HANDLING Hold Time Ratio Transfer Ratio		
CURRENT AGENTS Current Logged In Current Ready Current Not Ready			
DESCRIPTION Collects and combines metrics for analysis of key performance indicators (KPIs) for all agents who belong to a given Tenant.			

Media X Queue Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A
MEDIA X QUEUE Total Entered Total Moved Current in Queue Current Waiting for Processing Number of interactions in Process Maximum number of Interactions Minimum number of Interactions Number of interactions that have stopped processing		
DESCRIPTION <p>Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media Interaction Queue statistics. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See the “Customizing the Genesys-Provided Sample Media Templates” in the <i>Customization</i> book of the <i>Reporting Technical Reference</i> series for instructions.</p> <p>X represents a sample media type.</p>		

Media X Resource Template

SOLUTION	INTRODUCED IN	DISCONTINUED IN
Open Media	7.2	N/A
MEDIA X RESOURCE Total Offered Total Accepted Total Rejected Total Terminated Total Transfers Total Timed Out Average Processing Time Number of Interactions in process Total Processing Time Total Finished Processing		
DESCRIPTION <p>Designed to be used in a lab environment, this sample template is intended to demonstrate how a report may appear for any Open Media–supported media. The template helps you to get familiar with the use of Open Media statistics for an agent, an agent.group, a place, and a place group. Finally, you can create a working custom report for your own media that is based on this sample template and that can be used in production environment. See the “Customizing the Genesys-Provided Sample Media Templates” in the <i>Customization</i> book of the <i>Reporting Technical Reference</i> series for instructions.</p> <p>X represents a sample media type.</p>		

PlaceView_[1]

SOLUTION Enterprise Routing		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE PlaceStatus	
DESCRIPTION Collects metrics related to a workplace's activities including the current status, total number of different types of calls received, average handling time, total login, total wait, after-call work, and not ready time. Prior to the 6.5.001 release, metrics in the CallsReport group were based on several stat types all using the TotalNumber statistical category. In release 6.5.001, these metrics use the TotalAdjustedNumber statistical category—likewise for the Total metrics listed under the TimeReport group. Prior to 6.5.001, these metrics were based on the TotalTime category. In 6.5.001, TotalAdjustedTime is used instead. The Average metrics under the TimeReport group continue to use the AverageTime statistical category. The PlaceStatus metric is based on the CurrentPlaceState stat type. The TotalWait metric is a new addition to the 6.5.001 release of this template. Also in this release, the AverHandle metric was renamed AvgHandle to be consistent with metric names used in other CCPulse+ templates.			

PlaceView_[2]

SOLUTION Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT Internal Consult Outbound Inbound ASM_Received ASM_Outbound	TIMEREPORT AvgInbound AvgOutbound AvgConsult AvgHandle AvgHandleWithASM TotalLogin TotalACW TotalNR TotalTalk TotalWait	CURRENTSTATE PlaceStatus	
DESCRIPTION Collects metrics related to a workplace's activities and performance including metrics based on the Total_Calls_ASM_Outbound and Total_Calls_ASM_Received stat types to monitor outbound-specific statuses. In the 6.5.001 release of this template, the AverHandle and AverHandleWithASM metrics were renamed AvgHandle and AvgHandleWithASM respectively to be consistent with metric names used in other templates. (See PlaceView _[1] for additional information.)			

Queue Performance SIP IM

SOLUTION Web Media		INTRODUCED IN 8.0	DISCONTINUED IN N/A
TOTAL NUM BER Entered Abandoned Answered	CURRENT Waiting Oldest Wait Time	AVERAGE Wait Time Abandon Time	RATIOS %Abandoned TOTAL TIME Wait Time
DESCRIPTION Collects metrics about the instant-messaging (or chat) activities that pass through queues and routing points where the chat sessions were processed by a SIP Server (rather than an Interaction Server).			

QueueView

SOLUTION Enterprise Routing, Outbound Contact		INTRODUCED IN 6.0	DISCONTINUED IN N/A
CALLSREPORT CallsWaiting Distribut Abandon Entered Answered	TIMEREPORT CurrMaxWaiting AvgDistrib AvgAband TimeToAnswer TimeToDistrib TimeToAbandon ExpectedWaitTime	PERFORMANCE %Distrib %Abandoned ServiceFactor	
DESCRIPTION Collects metrics that monitor queue performance. Metrics in the CallsReport group are based on stat types using the TotalNumber and CurrentNumber categories. TimeReport metrics are based on stat types using the CurrentMaxTime, AverageTime, TotalTime, and ExpectedWaitTime categories. The Performance group provides metrics that calculate the percentage of abandoned and distributed calls and are based on the RelativeNumberPercentage and ServiceFactor1 categories. In the 6.5.001 release of this template, the AverAband and AverDistrib metrics were renamed AvgAband and AvgDistrib respectively to be consistent with metric names used in other CCPulse+ templates. The Answered, Entered, and TimeTo... metrics are new additions to the 6.5.001 release of this template. The ExpectedWaitTime metric replaced the EstimTimeToDistrib metric in the 7.0 release of this template. Also, the isNot-VCB was applied to all metrics beginning with this release to eliminate the count of virtual interactions produced by the Voice Callback option of Enterprise Routing. (In the 7.0 release, the NoVCB filter was used instead.)			

Resource Chat Handling

SOLUTION Web Media		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL NUMBER Inbound Transfers Made Transfers Taken Conferences Initiated Conferences Joined Coaching Requests Coached Monitored	CURRENT In Processing	AVERAGE Processing time	TOTAL TIME Processing
DESCRIPTION Collects metrics related to the collective total, current, and average number of chat interactions for agents and groups of agents. CCPulse+, rather than Stat Server, calculates the average processing time (Processing time) from values of the Inbound and Processing metrics in the Total Number and Total Time categories.			

Resource E-mail Handling

SOLUTION E-mail		INTRODUCED IN 7.0	DISCONTINUED IN N/A
TOTAL Offered Accepted Rejected Pulled Inbound Terminated Inbound Transferred Outbound Initiated Internal Initiated Timed Out Processed Processing Time	AVERAGE Average Processing Time	CURRENT In Processing	
DESCRIPTION Collects metrics related to the total, current, and average number of e-mail-handling interactions for agents and groups of agents. Metrics inherit their values from the status of corresponding DNs. The EMAIL_MEDIA is applied to all metrics in this template.			

Resource Voice Handling

SOLUTION Voice		INTRODUCED IN 7.0	DISCONTINUED IN N/A
SERVICE CALLS Inbound Outbound Inbound Hold Outbound Hold Forced Off	SERVICE CALL TOTAL TIMES Talk Inbound Talk Outbound Hold Inbound Hold Outbound ACW Inbound ACW Outbound SERVICE CALL AVERAGE TIMES Talk Hold ACW	AUXILIARY CALLS Consult Made Consult Taken Internal Made Internal Taken AUXILIARY CALL TOTAL TIMES Talk Consult Made Talk Consult Taken Talk Internal Made Talk Internal Taken ACW Auxiliary	TRANSFERS Transfers Made Transfers Taken
DESCRIPTION <p>Collects metrics related to the total and average number of voice-handling interactions for agents and groups of agents. All metrics inherit their values from either the actions performed on or the statuses of corresponding DN's. The VoiceCall filter has been applied to all metrics in this template.</p> <p>This template classifies inbound and outbound voice interactions as service calls. Auxiliary calls are those other than service calls with the exception of transfers which this template categorizes separately.</p> <p>CCPulse+, rather than Stat Server, calculates the metrics in the Service Call Average Times category.</p>			

Voice Queue Report

SOLUTION Voice		INTRODUCED IN	DISCONTINUED IN N/A
TOTAL CALLS Entered Distributed Abandoned Cleared	RATIOS Distributed Abandoned Cleared	AVERAGE TIME Distribute Abandon	QUEUE LOAD Current Maximum Minimum
DISTRIBUTED CALLS Answered Abandoned While Ringing Forwarded Sent To Queue		TOTAL TIME Time to Distribute Time to Abandon	
DESCRIPTION <p>Combines metrics for performance analysis of a voice queue. All metrics inherit their values from the actions performed on corresponding DN's (DNAction). Metrics in the Total Calls and Distributed Calls categories all employ the TotalNumber statistical category. Metrics in the AverageTime and Ratios categories are calculated directly within CCPulse+. Total Time metrics are based on the TotalTime statistical category.</p>			



Chapter

4

CC Analyzer Report Templates

The Genesys CC Analyzer report templates are Hyperion (*.bqy) documents that were designed using third-party software, Hyperion Interactive Reporting Studio (HIRS) (formerly Hyperion Intelligence, formerly BrioQuery Designer). These documents guide you in generating reports that are based from predefined Data Mart report layouts. Each report template contains queries for up to two layouts (an object and, if applicable, a group object). Refer to “ODS Layout Templates” on [page 53](#) for additional information.

This chapter includes the following sections:

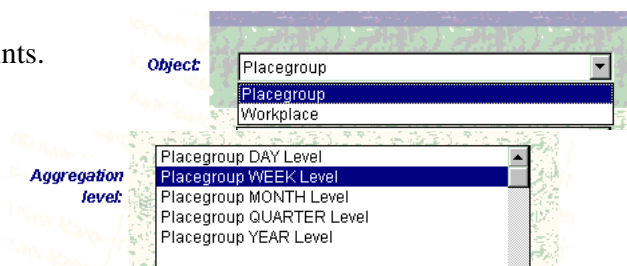
- [Generating a Report, page 41](#)
- [Composition of a Generated Report, page 42](#)
- [Viewing the Report Query, page 46](#)
- [List of Genesys-Provided Report Templates, page 49](#)
- [Presentation Names of Historical Metrics, page 50](#)

Generating a Report

To use the provided report templates, you must have Hyperion software installed and you must define a connection file (an.oce file) to your Data Mart. Refer to the *Report Generation Assistant* book of the *Reporting Technical Reference* series for information on how to accomplish these and other set-up tasks.

To generate a report, you specify:

- 1 Whether or not the objects are grouped or in the case of the Queue and Queue_Comparison Hyperion report templates—queues or routepoints.
- 2 The aggregation level for summary data.



3 A time interval.

4 The objects that you want reflected in the report.

The screenshot shows a web form titled "Place Group Weekly Report". It contains several sections:

- From:** A text input field.
- To:** A text input field.
- Objects:** A list box with a scroll bar, currently empty.
- OnDemand:** A radio button.
- Broadcast:** A radio button.
- Add:** A button.
- Update:** A button.

Below the main form, there is a section with the following fields:

- From:** Week: from 2003/06/08 to 2003/06/15
- To:** Week: from 2003/06/15 to 2003/06/22
- Objects:** PlaceGroup6
- OnDemand:** A radio button.
- Broadcast:** A radio button.
- Add:** A button.
- Update:** A button.

After HIRS has generated the report, you save the results either in the same document or to a new file.

Composition of a Generated Report

A generated report based on any of the Genesys-provided report templates includes the following pages:

- Contents
- Summary
- Details

In addition, Genesys classifies reports as either stand-alone or comparison. Stand-alone reports chart how certain objects perform on a number of activities using one set of charts for each object. Comparison reports display performance metrics for all specified objects on the same set of graphs. Examples of each report classification appear later in this section.

Contents Page

The Contents page shows the high-level qualifying parameters you specified to create the report, namely, the aggregation level for summary data, the date boundaries, the tenant(s), and the object(s). [Figure 3](#) shows the Contents page for a sample Agent Daily Report where the objects are the names of two agents.

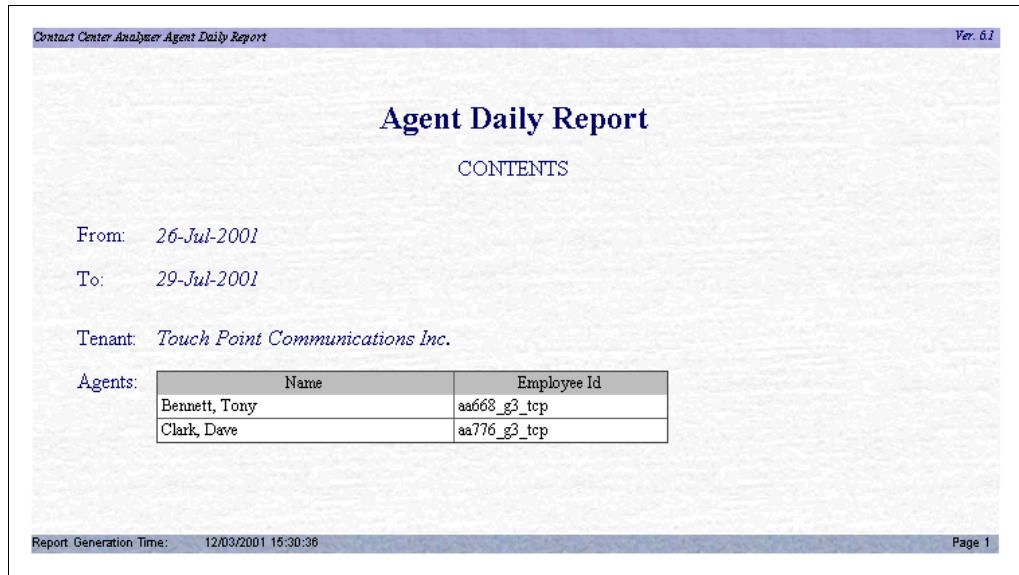


Figure 3: Sample Contents Page

Notice that the types of objects for report templates are specified in the file name. For example, the objects you can specify for a Place report are places and the objects you can specify for an Outbound_Calling_List_Daily report are calling lists. Only routepoints break this rule—you generate route point reports from the Queue and Queue_Comparison Hyperion report templates.

Summary Page

The Summary page of a generated report summarizes the results for the objects you previously specified in both graphical and numeric form. There is one set of Summary pages for each object in a stand-alone report covering all specified time periods; and for comparison reports, one set of Summary pages for each specified time period. The upper portion of [Figure 4](#), for example, illustrates what a Summary page might look like for a noncomparison report based on the Queue report template. The six graphs illustrate the activity (represented by various metrics) of the 2000@g3_tcp_2000_101 queue. The table at the bottom of [Figure 4](#) provides the exact figures used to plot the 10 metrics captured during July 2001.

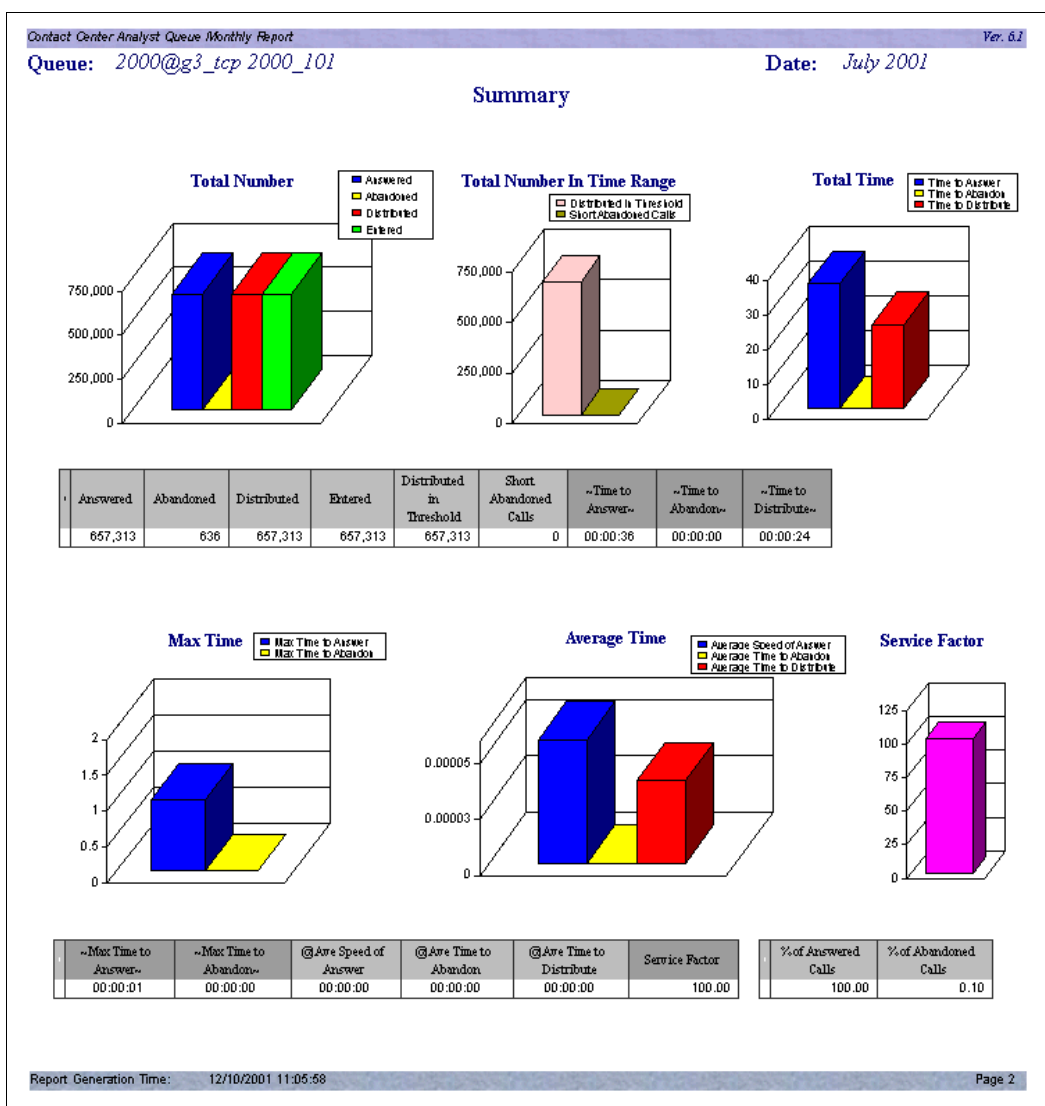


Figure 4: Sample Summary Page

Details Page

The Details page breaks down the information provided on the Summary page into the next level of aggregation. You can determine what the detail level is by the aggregation level you selected to generate the report (see [Table 1](#)).

Table 1: Determining a Report's Detail Level from the Selected Aggregation Level

Aggregation Level for Summary Information	Aggregation Level for Detailed Information
Yearly	Monthly
Quarterly	Monthly

Table 1: Determining a Report’s Detail Level from the Selected Aggregation Level (Continued)

Aggregation Level for Summary Information	Aggregation Level for Detailed Information
Monthly	Daily
Weekly	Daily
Daily	Hourly

A **P**lace report based on a selection of weekly aggregation, for example, provides summary-level information for all specified workplaces by week and detail-level information for each day during the week. Detail information is presented in comparison format allowing side-by-side analysis of all days in the week. [Figure 5](#) illustrates what a **D**etails page might look like for a report that is based on the **P**lace report template and the selection of weekly aggregation.

Notice that activity is reported for only three days of the 7/22/01-7/28/01 week. Where’s the activity for the remaining four? Perhaps data collection for this contact center only began on the 26th of July; prior activity was not monitored for some reason. All three workplaces appear to fall in a contact center that receives calls, rather than places calls with heightened activity on the weekends. Workplace, pp_300_g3_tcp, appears to have transferred all calls received after consultation to other workplaces.

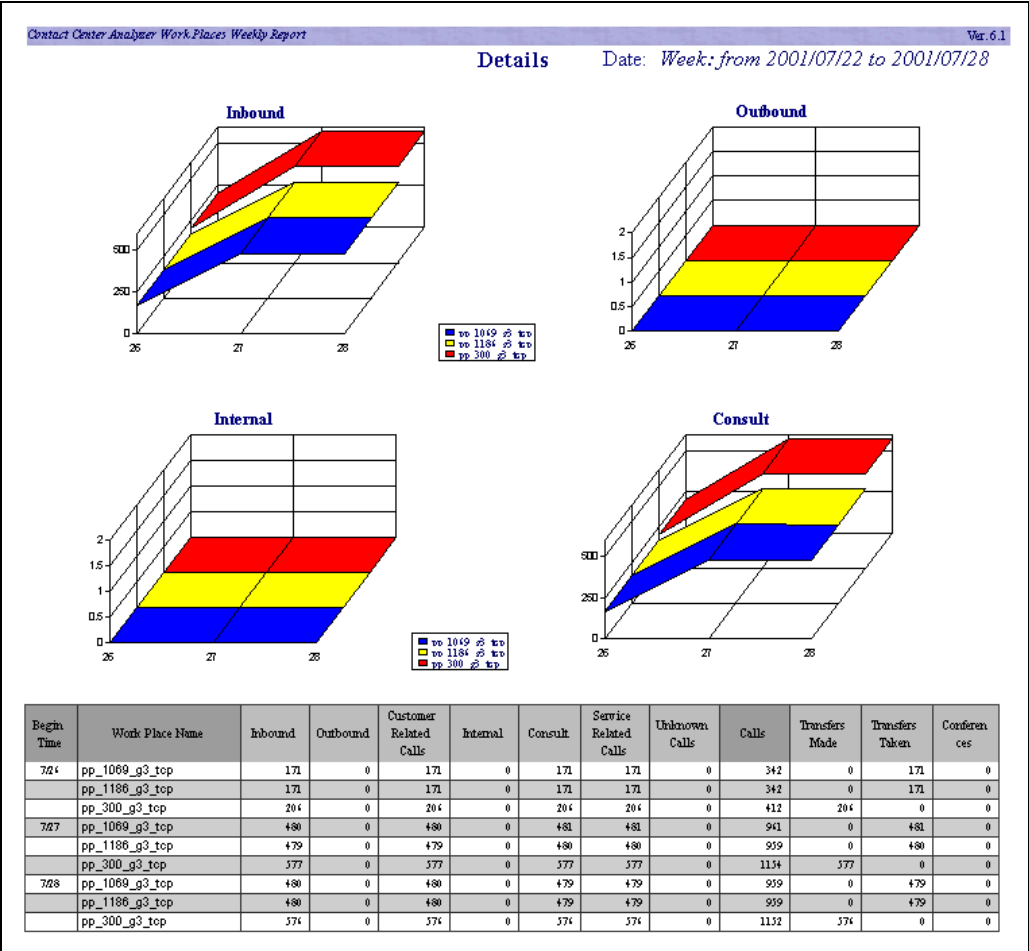


Figure 5: Sample Details Page

Viewing the Report Query

To understand the underlying report data, it helps to know which data is being retrieved from the Data Mart, which tables store that information, and how the data was collected in the first place. Although the *Overview* book of the *Reporting Technical Reference* series and much of the Reporting 8.0 documentation set address the *how*, you can determine the *what* and *where* by looking at the supporting queries for each report, which include the sections for the summary and details level. [Figure 6](#) depicts what the summary query is for a report based on a Queue report template with a selection of weekly aggregation.

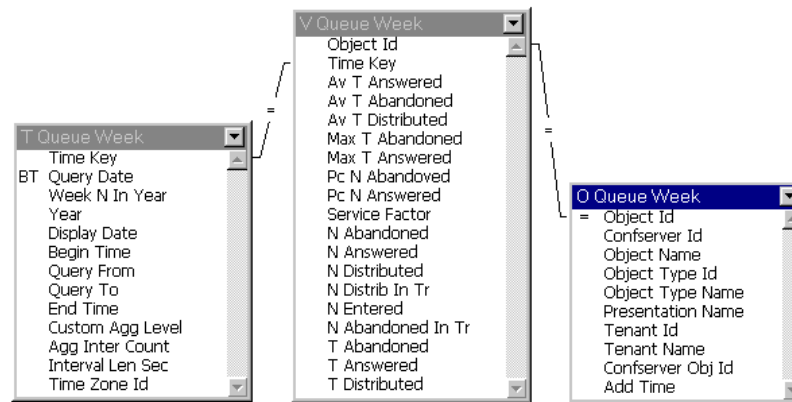


Figure 6: Summary-Level Query for a Queue Weekly Report

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

- T_ for time dimension, R_ or V_ for stat results, and O_ for object descriptions.
- ODS layout template name (QUEUE, in this case).
- Aggregation level—WEEK for a weekly report of queue activity.

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

Likewise, [Figure 7](#) shows the details-level section of a report based on the Queue report template with a selection of weekly aggregation. Information supporting the **Detail** pages of this report is pulled from the corresponding DAY tables in the Data Mart.

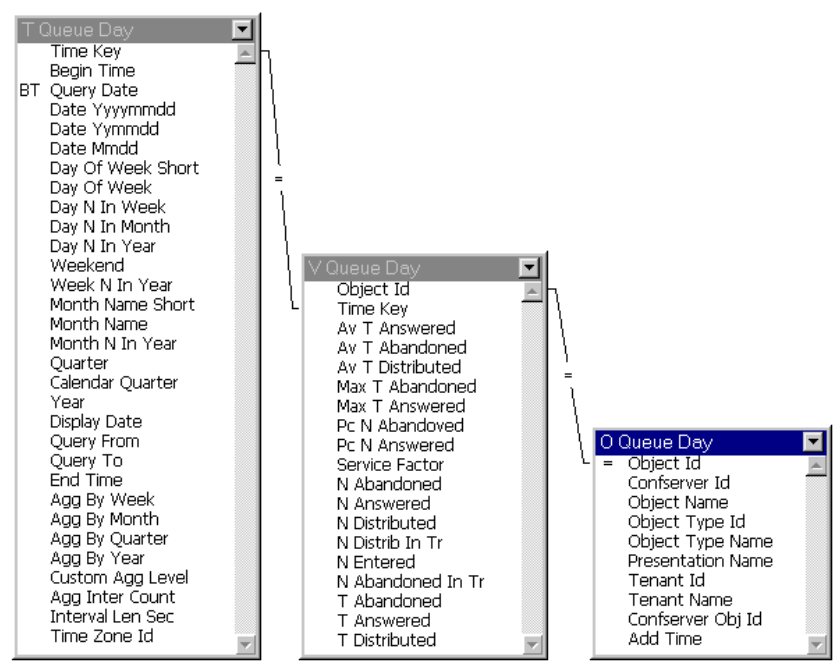


Figure 7: Details-Level Query

The table names correspond to the views displayed within ETL Assistant. Note that ETL Assistant shows `R_QUEUE_WEEK` in the Stat Result Table field even though `V_QUEUE_WEEK` appears in the Summary-level query within HIRS (Figure 6, on [page 47](#)). This is the behavior for all report views. Refer to *Reporting 7.6 ETL Assistant Help* and the *Reporting 7.6 ETL Runtime User's Guide* for more information on these Historical Reporting components. [Figure 8](#) shows ETL Assistant's perspective on a Queue Weekly report view.

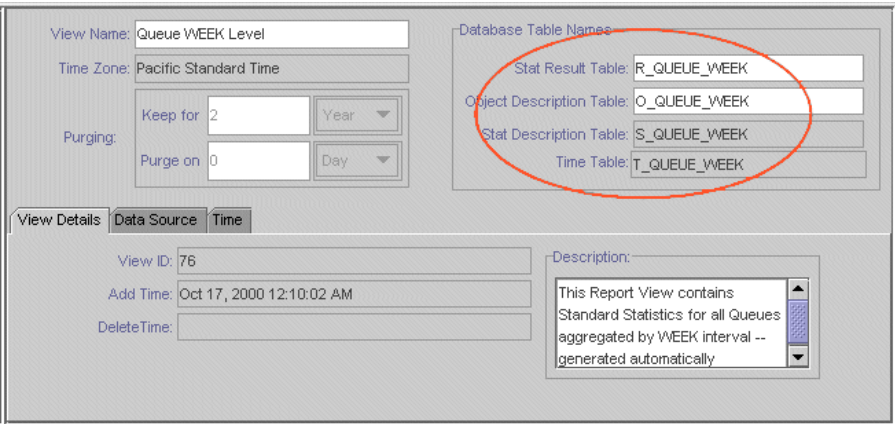


Figure 8: Database Table Names Assigned Within ETL Assistant

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

List of Genesys-Provided Report Templates

Table 2 links each provided canned template to its corresponding ODS layout template. Refer to the “[Solution-Provided Templates](#)” (page 11) and “[ODS Layout Templates](#)” (page 53) sections for additional information. This table also shows which aggregation levels appear in the reports based on these templates.

Table 2: Listing of Hyperion Report Templates

ODS Layout Template Name	Hyperion Report Template File Name	Selected Aggregation Level	Aggregation Levels Presented in Report ^a					
			H	D	W	M	Q	Y
AGENT and GROFAGS	Agent.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Agent_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
AGENT and GROFAGS	Agentsandagentgroup_daily_bc.bqy	N/A		x				
PLACE and GROFPLS	Place.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Place_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
QUEUE and ROUTEPOINT	Queue.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Queue_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
GROFQUEUES	NONE	N/A						
CALL_LS	Outbound_calling_list_daily.bqy	N/A	x	x				

Table 2: Listing of Hyperion Report Templates (Continued)

ODS Layout Template Name	Hyperion Report Template File Name	Selected Aggregation Level	Aggregation Levels Presented in Report ^a					
			H	D	W	M	Q	Y
CMP	Outbound_campaign_daily.bqy	N/A	x	x				
CMP_CALL_L	Outbound_campaign_calling_list_daily.bqy	N/A	x	x				
CMP_GR	Outbound_campaign_groups_status_daily.bqy	N/A	x	x				
O_AGENT and O_AGENT_GR	Outbound_Agent.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x
	Outbound_Agent_Comparison.bqy	Daily	x	x				
		Weekly		x	x			
		Monthly		x		x		
		Quarterly				x	x	
		Yearly				x		x

^a Aggregation levels are designated as follows:

H—hourly aggregation; *D*—daily aggregation; *W*—weekly aggregation;
M—monthly aggregation; *Q*—quarterly aggregation; *Y*—yearly aggregation.

Presentation Names of Historical Metrics

Report presentation names are the display names used in your finalized Hyperion reports. [Table 3](#) maps each presentation name to its corresponding column name in the Data Mart. These column names are further detailed in the “[Data Mart Composite Metrics](#)” section on [page 81](#).

Table 3: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart

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

Table 3: Presentation Name and Corresponding Composite Statistic Name Used in the Data Mart (Continued)

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



Chapter

5

ODS Layout Templates

The Operational Data Storage (ODS) temporarily stores historical information collected about various contact center activities. Data Sourcer collects data from Stat Server every 15 minutes using the `CollectorDefault` time profile and writes the data to ODS. You can customize this time profile. Then, when invoked, ETL Runtime's Transformation module takes the data and writes it to the Data Mart, another Historical Reporting database that organizes data into folders by object and by aggregation level. These folders take their structure from predefined Data Mart folder templates (described on [page 73](#)).

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

This chapter includes the following sections:

- [Viewing a Layout Template Within DMA, page 53](#)
- [Listing of ODS Layout Templates, page 55](#)
- [The ODS Layout Templates, page 57](#)

Viewing a Layout Template Within DMA

Layout templates themselves do not collect data. Rather, they specify which data is to be collected. Data Sourcer actually collects the requested data based on information specified in the activated report layouts, which can take their definition from layout templates. A report layout that is based on the `ROUTEPOINT` layout template collects the 11 statistics shown in [Figure 9](#).

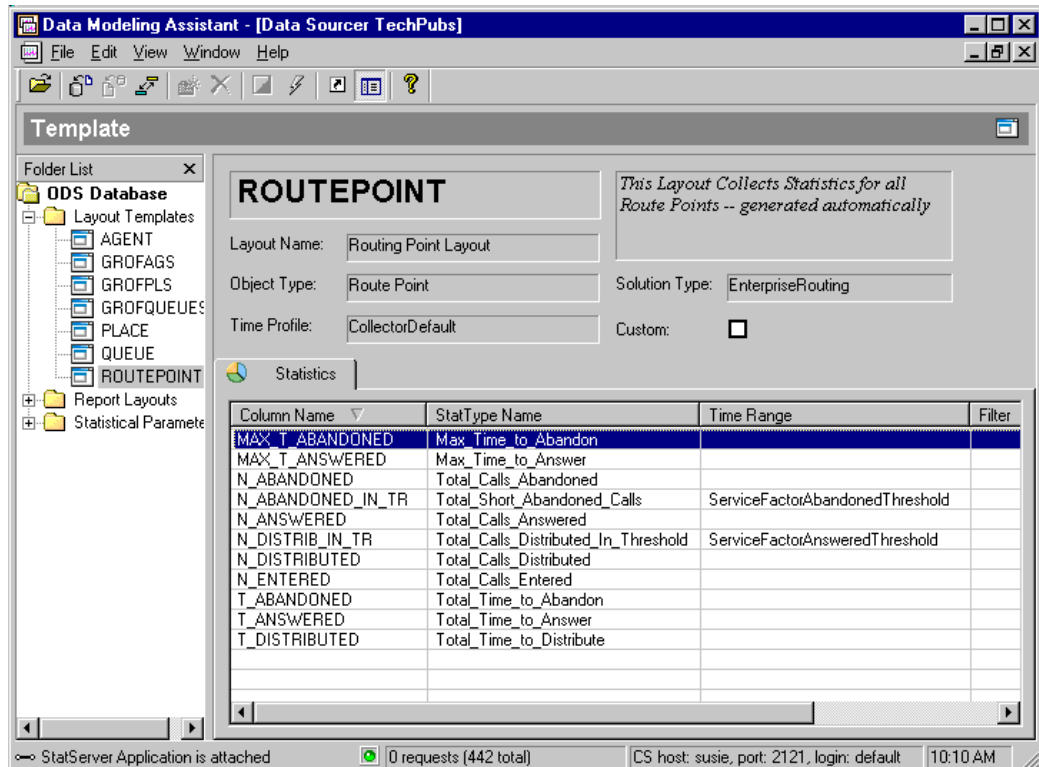


Figure 9: ROUTEPOINT ODS Layout Template Within DMA

Figure 10 shows a cutaway of the ROUTEPOINT.xml file that was imported into DMA.



Figure 10: Portion of the ROUTEPOINT.xml File

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

Listing of ODS Layout Templates

Beginning with release 6.0, Genesys provided a selection of ODS layout templates for the Enterprise Routing, Network Routing, and Outbound Contact solutions. (For Network Routing refer to Enterprise Routing's templates). Beginning with release 7.0, Genesys provided additional layout templates to specify the metrics to be collected for common interactions conducted by Genesys eServices/Multimedia and the Voice Callback (VCB) option of the Enterprise Routing. Beginning with release 8.0, VCB layout templates are no longer supported. [Table 4](#) lists the ODS layout templates that are currently supported in Release 8.0. The following section provides information about each one. No new layout templates were introduced in 8.0.

Table 4: ODS Layout Templates

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

Data Sourcer stores information about layout templates in these ODS tables:

- OL_TEMPLATE
- OL_TEMPLATE_STAT
- OL_TEMPL_STAT_PRM
- OL_TMPL_TM
- OL_TIME_PROFILE

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

Descriptions of Form Labels

Form Title	The name of the ODS layout template.
Object Type	Displays the object type for which this layout template applies.
Default Report Layout Name	Shows the name that Data Sourcer assigns to report layouts based on this layout template. If you set Data Sourcer to automatically generate report layouts, Data Sourcer adds a unique number to the default report layout name so you can easily identify it. Data Modeling Assistant also uses this Data Sourcer–assigned default name, but you can change this name as desired.
Number of Statistics	A count of the statistics listed under Stat Column Name. Use this number in determining the number of requests that Data Sourcer makes of Stat Server . The number of requests is a factor in determining how to appropriately size your ODS to maintain acceptable server performance.
Stat Column Name	A listing of the column names that appear in the Stat Result tables of the Data Mart for folder templates based on this ODS layout template. Click any item in this field to read information about the corresponding statistic.
Basis for the Following Canned Reports	<p>A listing of the canned report templates that you can use to build HIRS reports. Includes the names of report templates changed in the 7.0 release to support their consolidation. This section of the form presents both sets of names where applicable—those names of report templates used prior to 7.0 and those used in 7.0 and forward releases.</p> <p>For simplicity, this area of the form lists similar reports followed by single-character abbreviations representing the applicable aggregations levels. Agent [H, D, W, M, Q, Y], for example, indicates that the particular ODS layout template serves as the basis for the Agent Hourly, Agent Daily, Agent Weekly, Agent Monthly, Agent Quarterly, and Agent Yearly canned reports.</p>
Available in Solution(s)	<p>Indicates for which Genesys product(s) this ODS layout template is available. One or more of the following:</p> <ul style="list-style-type: none"> Email Outbound Contact Web Media Enterprise Routing Voice <p>Click any item in this field to see the additional templates provided by the corresponding solution.</p>
Description	Briefly describes what data a report layout based on this layout template collects.
Based in Which Source	<p>Either of the following:</p> <ul style="list-style-type: none"> Stat Server SSJE
Current Version	The version number of the specific layout template.
Introduced In	Identifies the GA release in which this layout template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still available, this value reads N/A for not applicable.

The ODS Layout Templates

AGENT

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Agent Layout	NUMBER OF STATISTICS 28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ AgentGroup [D,W,M,Q,Y] Agent AgentGroups [D,W,M,Q,Y] Agent_Comparison AgentsandAgentGroup [D] AgentsandAgentGroup_Daily_bc		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Agent objects. Note: In 6.0 and previous releases, this template was named Agent Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 5.1.5	DISCONTINUED IN N/A

CALL_LS

OBJECT TYPE Calling List	DEFAULT REPORT LAYOUT NAME Calling List Layout	NUMBER OF STATISTICS 24
STAT COLUMN NAME N_ABANDONED N_CALLBKS_SCHEDUL N_NO_ANSWER N_SIT_DETECTED N_ANSW_MACHINE N_CANCEL N_NO_RPC N_SIT_NO_CIRCUIT N_ANSWERS N_DIAL_DROPPED N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_BUSY N_DIAL_MADE N_PER_CALLBK_MISS N_SIT_REORDER N_CALLBKS_COMPL N_DO_NOT_CALL N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_CALLBKS_MISSED N_FAXMODEM_DETECT N_RECORDS_COMPLETE N_SIT_VACANT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Calling_List [H,D] Outbound_Calling_List_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various calling list objects. Note: In the 6.0 release, this layout template was called Calling List Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CHAT_A

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Agent Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_CCH_RQ CHAT_TRF_TK CHAT_RCV_CCH CHAT_MNTR_INIT CHAT_CNF_INIT CHAT_MNTR CHAT_CCH_INTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by individual agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_GA

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Agent Group Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_MNTR_INIT CHAT_TRF_TK CHAT_RCV_CCH CHAT_CCH_INTR CHAT_CNF_INIT CHAT_MNTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by individual groups of agents including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_GH

OBJECT TYPE Entire Contact Center	DEFAULT REPORT LAYOUT NAME General Chat Handling Layout	NUMBER OF STATISTICS 7
STAT COLUMN NAME <div> <div>CHAT_GN_ENTR</div> <div>CHAT_GN_ABND</div> </div> <div> <div>CHAT_GN_ANSW</div> <div>CHAT_GN_HNDL</div> </div> <div> <div>CHAT_GN_TRF</div> <div>CHAT_GN_ANSW_T</div> </div> <div> <div>CHAT_GN_HNDL_T</div> </div>		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents registered to a specific tenant within the contact center including the number of abandoned, answered, handled, and transferred chat sessions and the total processing time elapsed for handled and answered chat sessions. For single-tenant environments, metrics cover the above activities for the entire contact center. This template derives all metrics from the eServiceInteractionStat.jar Stat Server Java Extension.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_GP

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME Place Group Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME <div> <div>CHAT_INB</div> <div>CHAT_TRF_MD</div> <div>CHAT_TRF_TK</div> <div>CHAT_CNF_INIT</div> </div> <div> <div>CHAT_CNF_JOIN</div> <div>CHAT_RQ_CCH</div> <div>CHAT_RCV_CCH</div> <div>CHAT_MNTR</div> </div> <div> <div>CHAT_PRC_T</div> <div>CHAT_MNTR_INIT</div> <div>CHAT_CCH_INTR</div> </div> <div> <div>CHAT_CNF_INTR</div> </div>		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place group including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CHAT_P

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Place Chat Handling Layout	NUMBER OF STATISTICS 13
STAT COLUMN NAME CHAT_INB CHAT_CNF_JOIN CHAT_PRC_T CHAT_CNF_INTR CHAT_TRF_MD CHAT_RQ_CCH CHAT_MNTR_INIT CHAT_TRF_TK CHAT_RCV_CCH CHAT_CCH_INTR CHAT_CNF_INIT CHAT_MNTR		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Web Media
DESCRIPTION Specifies the metrics to be collected for chat sessions handled by agents logged on to a specific place including the number of inbound, transferred, coached, conferenced, and monitored chat sessions. Note: The CHAT_RQ_CCH, CHAT_RCV_CCH, CHAT_MNTR, CHAT_MNTR_INIT, CHAT_CCH_RQ, CHAT_CCH_INTR, and CHAT_CNF_INTR columns are reserved for future use.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

CMP

OBJECT TYPE Campaign	DEFAULT REPORT LAYOUT NAME Campaign Layout	NUMBER OF STATISTICS 25
STAT COLUMN NAME N_ABANDONED N_CANCEL N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_ANSW_MACHINE N_DIAL_DROPPED N_PER_CALLBK_MISS N_SIT_REORDER N_ANSWERS N_DIAL_MADE N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_BUSY N_DO_NOT_CALL N_RECORDS_COMPLETE N_SIT_VACANT N_CALLBKS_COMPL N_FAXMODEM_DETECT N_SIT_DETECTED N_CALLBKS_MISSED N_NO_ANSWER N_SIT_INVALID_NUM N_CALLBKS_SCHEDUL N_NO_RPC N_SIT_NO_CIRCUIT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign [H,D] Outbound_Campaign_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for campaign activity including the number of callbacks completed, missed, and scheduled. Note: In the 6.0 release, this layout template was called Campaign Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CMP_CALL_L

OBJECT TYPE CampaignCallingList	DEFAULT REPORT LAYOUT NAME Campaign Calling Lists Layout	NUMBER OF STATISTICS 24
STAT COLUMN NAME N_ABANDONED N_CALLBKS_SCHEDUL N_NO_ANSWER N_SIT_DETECTED N_ANSW_MACHINE N_CANCEL N_NO_RPC N_SIT_NO_CIRCUIT N_ANSWERS N_DIAL_DROPPED N_PER_CALLBK_COMPL N_SIT_OPER_INTER N_BUSY N_DIAL_MADE N_PER_CALLBK_MISS N_SIT_REORDER N_CALLBKS_COMPL N_DO_NOT_CALL N_PER_CALLBK_SCHED N_SIT_UNKNOWN N_CALLBKS_MISSED N_FAXMODEM_DETECT N_RECORDS_COMPLETE N_SIT_VACANT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign_Calling_List [H,D] Outbound_Campaign_Calling_List_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for a campaign's calling list activities including the number of callbacks completed, scheduled, and missed. Note: In the 6.0 release, this layout template was called Campaign Calling Lists Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

CMP_GR

OBJECT TYPE CampaignGroup	DEFAULT REPORT LAYOUT NAME Campaign Groups Layout	NUMBER OF STATISTICS 7
STAT COLUMN NAME T_ACTIVAT_DURATION T_RUNNING_DURATION T_WAIT_AGENT_DURAT T_WAIT_RECORD_DURA T_DEACTIV_DURATION T_SYSErrorR_DURATIN T_WAIT_PORT_DURAT		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Campaign_Groups_Stat [H,D] Outbound_Campaign_Groups_Status_Daily		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for agent group activities within a campaign. Note: In the 6.0 release, this layout template was called Campaign Groups Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

EMAIL_AG

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME EMAIL Agent Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by agent regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_GAG

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME EMAIL Group of Agents Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by agent group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_GPL

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME EMAIL Group of Places Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by place group regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_IQ

OBJECT TYPE Staging Area	DEFAULT REPORT LAYOUT NAME EMAIL Interaction Queue Report	NUMBER OF STATISTICS 5
STAT COLUMN NAME EMAIL_Q_ENTERED EMAIL_Q_MIN_INT EMAIL_Q_STOPPED EMAIL_Q_MAX_INT EMAIL_Q_MOVED_OUT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected to help you analyze the performance of e-mail strategies, e-mail queues, and e-mail-specific interaction processing parameters.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_PL

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME EMAIL Place Handling Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_ACCEPTED EMAIL_INT_INI EMAIL_PROC_TIME EMAIL_REJECTED EMAIL_INB_TERM EMAIL_OFFERED EMAIL_PROCESSED EMAIL_TIMED_OUT EMAIL_INB_TRANS EMAIL_OUT_INI EMAIL_PULLED		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by place regarding specific e-mail handling activities including the number of e-mails offered, accepted, rejected, and pulled from queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

EMAIL_TEN

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME E-mail General Handling Report	NUMBER OF STATISTICS 11
STAT COLUMN NAME EMAIL_GEN_ENTERED EMAIL_GEN_MAX_INT EMAIL_GEN_REDIRECT EMAIL_GEN_TRANSFER EMAIL_GEN_FORWARD EMAIL_GEN_MIN_INT EMAIL_GEN_RESPOND EMAIL_GEN_RESPTIME EMAIL_GEN_INTERNAL EMAIL_GEN_OUTBOUND EMAIL_GEN_TERMINAT		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) E-mail
DESCRIPTION Specifies the metrics to be collected by tenant for major e-mail-specific interactions including the number of e-mails that entered the tenant through all entry points and the number of inbound interactions that were terminated, redirected, and forwarded.		BASED IN WHICH SOURCE SSJE
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

GROFAGS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Agents	Agent Group Layout	28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ AgentGroup [D,W,M,Q,Y] Agent AgentGroups [D,W,M,Q,Y] Agent_Comparison AgentsandAgentGroup [D] AgentsandAgentGroup_Daily_bc		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Agent Group objects. Note: In 6.0 and previous releases, this layout template was named Agent Group Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

GROFPLS

OBJECT TYPE	DEFAULT REPORT LAYOUT NAME	NUMBER OF STATISTICS
Group of Places	Place Group Layout	28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Placegroup [H,D,W,M,Q,Y] Place Placegroups [H,D,W,M,Q,Y] Place_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Place Group objects. Note: In 6.0 and previous releases, this template was named Place Group Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

GROFQUEUES

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Queue Group Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS None		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for DN group activity. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Queue Group Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

O_AGENT

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Outbound Agent Layout	NUMBER OF STATISTICS 32
STAT COLUMN NAME N_ASM_ENGAGE N_NOT_READY N_WORK T_LOGIN N_ASM_OUTBOUND N_OUTBOUND T_ASM_ENGAGE T_NOT_READY N_CONFERENCES N_RINGING T_ASM_OUTBOUND T_OUTBOUND N_CONSULT N_TALK T_CONSULT T_RINGING N_DIALING N_TRANSFERS_MADE T_DIALING T_TALK N_HOLD N_TRANSFERS_TAKEN T_HOLD T_UNKNOWN N_INBOUND N_UNKNOWN T_INBOUND T_WAIT N_INTERNAL N_WAIT T_INTERNAL T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ OutboundAgent [H,D,W,M,Q,Y] Outbound_Agent OutboundAgents [H,D,W,M,Q,Y] Outbound_Agent_Comparison		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various agent activities including campaign activity.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.1	DISCONTINUED IN N/A

O_AGENT_GR

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Agent Group Outbound Layout	NUMBER OF STATISTICS 32
STAT COLUMN NAME N_ASM_ENGAGE N_NOT_READY N_WORK T_LOGIN N_ASM_OUTBOUND N_OUTBOUND T_ASM_ENGAGE T_NOT_READY N_CONFERENCES N_RINGING T_ASM_OUTBOUND T_OUTBOUND N_CONSULT N_TALK T_CONSULT T_RINGING N_DIALING N_TRANSFERS_MADE T_DIALING T_TALK N_HOLD N_TRANSFERS_TAKEN T_HOLD T_UNKNOWN N_INBOUND N_UNKNOWN T_INBOUND T_WAIT N_INTERNAL N_WAIT T_INTERNAL T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Outbound_Agent_Group [H,D,W,M,Q,Y] Outbound_Agent Outbound_Agent_Groups [H,D,W,M,Q,Y] Outbound_Agent_Comparison		AVAILABLE IN SOLUTION(S) Outbound Contact
DESCRIPTION Specifies the metrics to be collected for various agent group activities including campaign activity.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.1	DISCONTINUED IN N/A

PLACE

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Place Layout	NUMBER OF STATISTICS 28
STAT COLUMN NAME N_CONFERENCES N_OUTBOUND N_WORK T_NOT_READY N_CONSULT N_RINGING T_CONSULT T_OUTBOUND N_DIALING N_TALK T_DIALING T_RINGING N_HOLD N_TRANSFERS_MADE T_HOLD T_TALK N_INBOUND N_TRANSFERS_TAKEN T_INBOUND T_UNKNOWN N_INTERNAL N_UNKNOWN T_INTERNAL T_WAIT N_NOT_READY N_WAIT T_LOGIN T_WORK		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Workplace [D,W,M,Q,Y] Place Workplaces [D,W,M,Q,Y] Place_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for Workplace objects. Note: In 6.0 and previous releases, this template was named Place Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

QUEUE

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Queue Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTRIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Queue [D,W,M,Q,Y] Queue Queues [D,W,M,Q,Y] Queue_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for Queue and Virtual Queue objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Queue Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

ROUTEPOINT

OBJECT TYPE Route Point	DEFAULT REPORT LAYOUT NAME Routing Point Layout	NUMBER OF STATISTICS 11
STAT COLUMN NAME MAX_T_ABANDONED N_ABANDONED_IN_TR N_DISTRIBUTED T_ANSWERED MAX_T_ANSWERED N_ANSWERED N_ENTERED T_DISTRIBUTED N_ABANDONED N_DISTRIB_IN_TR T_ABANDONED		
BASIS FOR THE FOLLOWING CANNED REPORTS PRIOR TO 7.0 7.0+ Routepoint [D,W,M,Q,Y] Queue Routepoints [D,W,M,Q,Y] Queue_Comparison		AVAILABLE IN SOLUTION(S) Enterprise Routing Outbound Contact
DESCRIPTION Specifies the metrics to be collected for all Routepoint objects. This template first applied the NoVCB filter in the 7.0 release to eliminate virtual interactions, produced by a Voice Callback server, from being counted. In release 7.1, the isNotVCB filter replaced the NoVCB filter. Note: In 6.0 and previous releases, this template was named Routing Point Template.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 6.0	DISCONTINUED IN N/A

VOICE_A

OBJECT TYPE Agent	DEFAULT REPORT LAYOUT NAME Voice Handling Agent	NUMBER OF STATISTICS 22
STAT COLUMN NAME VOICE_ACW_AUX_T VOICE_CNS_TK_T VOICE_INB VOICE_OUT VOICE_ACW_INB_T VOICE_FRCD_OFF VOICE_INT_MD VOICE_TFR_MD VOICE_ACW_OUT_T VOICE_HLD_INB VOICE_INT_MD_T VOICE_TFR_TK VOICE_CNS_MD VOICE_HLD_INB_T VOICE_INT_TK VOICE_TLK_INB_T VOICE_CNS_MD_T VOICE_HLD_OUT VOICE_INT_TK_T VOICE_TLK_OUT_T VOICE_CNS_TK VOICE_HLD_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agent objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_AG

OBJECT TYPE Group of Agents	DEFAULT REPORT LAYOUT NAME Voice Handling Agent Group	NUMBER OF STATISTICS 27
STAT COLUMN NAME N_ANSWRD VOICE_ACW_OUT_T VOICE_HLD_INB_T VOICE_INT_TK_T N_ENTRD VOICE_CNS_MD VOICE_HLD_OUT VOICE_OUT N_RLSD VOICE_CNS_MD_T VOICE_HLD_OUT_T VOICE_TFR_MD T_LOGIN VOICE_CNS_TK VOICE_INB VOICE_TFR_TK T_READY VOICE_CNS_TK_T VOICE_INT_MD VOICE_TLK_INB_T VOICE_ACW_AUX_T VOICE_FRCD_OFF VOICE_INT_MD_T VOICE_TLK_OUT_T VOICE_ACW_INB_T VOICE_HLD_INB VOICE_INT_TK		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agent group objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_GQ

OBJECT TYPE Group of Queues	DEFAULT REPORT LAYOUT NAME Voice Queue Group	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice queue.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_P

OBJECT TYPE Place	DEFAULT REPORT LAYOUT NAME Voice Handling Place	NUMBER OF STATISTICS 22
STAT COLUMN NAME VOICE_ACW_AUX_T VOICE_CNS_TK_T VOICE_INB VOICE_OUT VOICE_ACW_INB_T VOICE_FRCD_OFF VOICE_INT_MD VOICE_TFR_MD VOICE_ACW_OUT_T VOICE_HLD_INB VOICE_INT_MD_T VOICE_TFR_TK VOICE_CNS_MD VOICE_HLD_INB_T VOICE_INT_TK VOICE_TLK_INB_T VOICE_CNS_MD_T VOICE_HLD_OUT VOICE_INT_TK_T VOICE_TLK_OUT_T VOICE_CNS_TK VOICE_HLD_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agents registered to specific place objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_PG

OBJECT TYPE Group of Places	DEFAULT REPORT LAYOUT NAME Voice Handling Place Group	NUMBER OF STATISTICS 27
STAT COLUMN NAME N_ANSWRD VOICE_ACW_OUT_T VOICE_HLD_INB_T VOICE_INT_TK_T N_ENTRD VOICE_CNS_MD VOICE_HLD_OUT VOICE_OUT N_RLSD VOICE_CNS_MD_T VOICE_HLD_OUT_T VOICE_TFR_MD T_LOGIN VOICE_CNS_TK VOICE_INB VOICE_TFR_TK T_READY VOICE_CNS_TK_T VOICE_INT_MD VOICE_TLK_INB_T VOICE_ACW_AUX_T VOICE_FRCD_OFF VOICE_INT_MD_T VOICE_TLK_OUT_T VOICE_ACW_INB_T VOICE_HLD_INB VOICE_INT_TK		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Specifies the metrics to be collected for agents registered to specific place group objects for specific voice-handling activities including: <ul style="list-style-type: none"> • The number and timing of taken and placed consult and internal voice interactions • The number of inbound, outbound, and transferred voice interactions • The number and timing of held and aftercall work voice interactions. 		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_Q

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Queue	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice queue		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_RP

OBJECT TYPE Queue	DEFAULT REPORT LAYOUT NAME Voice Route Point	NUMBER OF STATISTICS 13
STAT COLUMN NAME VOICE_ABND VOICE_ANSW_T VOICE_ENTR VOICE_SENT_Q VOICE_ABND_T VOICE_CLR VOICE_FRWD VOICE_ABND_WR VOICE_DSTR VOICE_MAX VOICE_ANSW VOICE_DSTR_T VOICE_MIN		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for analysis of performance of voice route point.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.0	DISCONTINUED IN N/A

VOICE_T

OBJECT TYPE Tenant	DEFAULT REPORT LAYOUT NAME Voice Handling Tenant	NUMBER OF STATISTICS 16
STAT COLUMN NAME T_LOGIN VOICE_ACW_OUT_T VOICE_DSTR VOICE_RLSD T_READY VOICE_ANSW VOICE_ENTR VOICE_TFR_MD VOICE_ABND VOICE_ANSW_T VOICE_HLD_INB_T VOICE_TLK_INB_T VOICE_ACW_INB_T VOICE_CLR VOICE_HLD_OUT_T VOICE_TLK_OUT_T		
BASIS FOR THE FOLLOWING CANNED REPORTS N/A		AVAILABLE IN SOLUTION(S) Voice
DESCRIPTION Combines statistics for performance analysis at a tenant level.		BASED IN WHICH SOURCE Stat Server
CURRENT VERSION 7.2	INTRODUCED IN 7.2	DISCONTINUED IN N/A



Chapter

6

Data Mart Folder Templates

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

This chapter includes the following sections:

- [Report Folders in ETL Assistant, page 73](#)
- [Listing of Data Mart Folder Templates, page 75](#)
- [The Data Mart Folder Templates, page 76](#)

Report Folders in ETL Assistant

You can use report folders to locate data for the final reports you generate. The left pane of ETL Assistant in [Figure 11](#) shows how report folders are organized in the Data Mart.

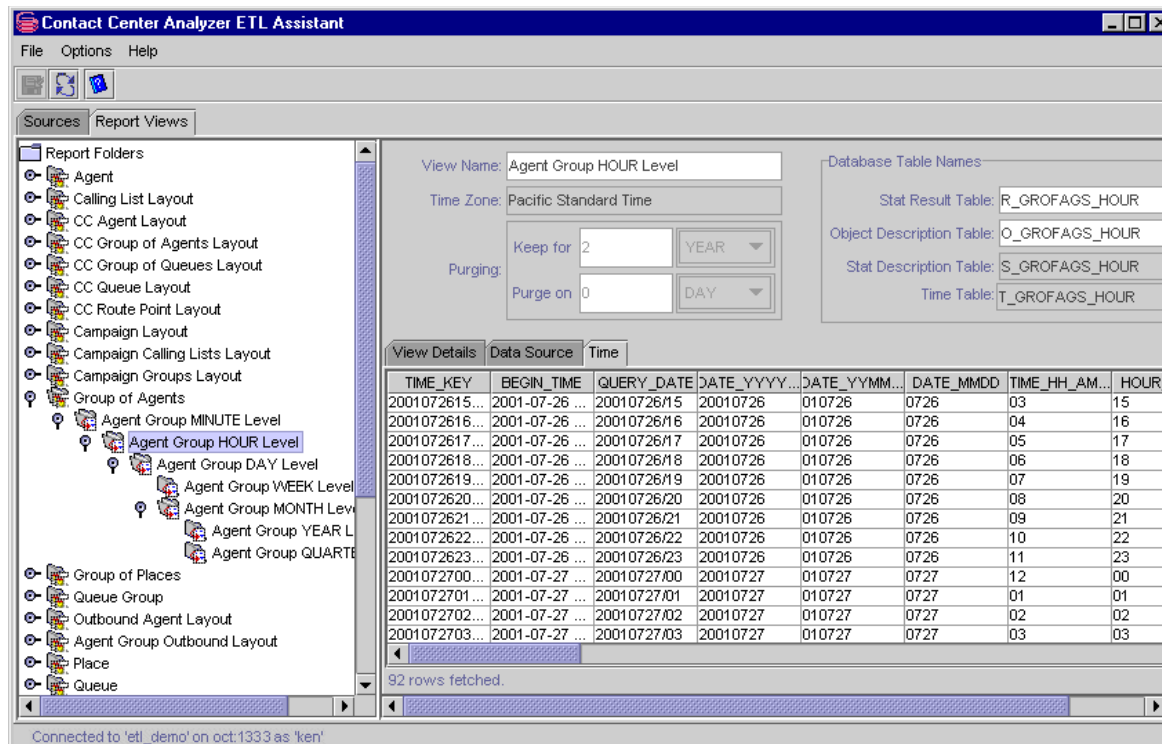


Figure 11: ETL Assistant View of Report Folders

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

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

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

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

- Data table.
- Time dimension table.
- Object dimension table.
- Metric dimension table.

ETL Runtime names these tables using a sequence stored in the database following a specific naming convention. Refer to “Viewing the Report Query” on [page 46](#) in the “CC Analyzer Report Templates” chapter for naming convention details. ETL Runtime then creates additional views (synonyms) using the ODS layout template name. The out-of-box reports are configured to use these views.

Listing of Data Mart Folder Templates

This section addresses the following Data Mart folder templates:

[AGENT](#)
[AGENT GROUP](#)
[DEFAULT REPORT FOLDER TEMPLATE](#)
[PLACE](#)
[PLACE GROUP](#)
[QUEUE](#)
[QUEUE GROUP](#)
[ROUTING POINT](#)

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

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

In the interest of maintaining one source, these hyperlinks lead you to “ODS Layout Templates” on [page 53](#) for further information.

Descriptions of Form Labels

Form Title	The name of the Data Mart folder template.
Related ODS Layout Template	Names the Genesys-provided ODS layout template on which this folder template is related.
Composite Metric Column Names	Lists the composite metrics that comprise this folder template. Some composite metrics are derived directly from ODS. The formulae of these metrics generally consist of the metric column name in ODS.
Aggregation Level(s)	Lists the aggregation levels that apply for this folder template.
Description	Provides an overview of what this folder template accomplishes.

The Data Mart Folder Templates

AGENT

RELATED ODS LAYOUT TEMPLATE AGENT				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_NOT_READY	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_OUTBOUND	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_RINGING	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_SRV_CALLS	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_UNKNOWN	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_WAIT	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WORK	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour		Week		Quarter
Day		Month		Year
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the AGENT (6.5⁺) and AGENT_TEMPLATE (6.1⁺) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the AGENT_ [D, W, M, Q, Y] and AGENTS_ [D, W, M, Q, Y] 6.5⁻ canned reports and the AGENT and AGENTS 7.0⁺ canned reports. Custom reports can also access this data.</p> <p>AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the AGENT GROUP, PLACE, and PLACE GROUP folder templates.</p>				

AGENT GROUP

RELATED ODS LAYOUT TEMPLATE GROFAGS				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFAGS (6.5 ⁺) and AGENT_GROUP_TEMPLATE (6.1 ⁺) ODS layout templates. This folder template organizes data into six aggregation levels that are used by they the AGENTGROUP[S]_[D, W, M, Q, Y] 6.5 ⁻ canned reports and the AGENT[S] 7.0 ⁺ canned report. Custom reports can also access this data.				
AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.				
The metrics in this folder template are identical to those in the AGENT, PLACE, and PLACE GROUP folder templates.				

DEFAULT REPORT FOLDER TEMPLATE

RELATED ODS LAYOUT TEMPLATE N/A			
COMPOSITE METRIC COLUMN NAMES N/A			
AGGREGATION LEVEL(S)			
Hour	Week	Quarter	
Day	Month	Year	
DESCRIPTION			
<p>A special folder template. ETL Runtime uses this template when there are no other matching folder templates in the Data Mart for the ODS report layout. You can also customize this template, though Genesys does not support this action. The Default Report Folder Template defines six aggregation levels but does not contain any composite metrics. Because of this structure, ETL Runtime can apply this template for any ODS report layout that does not have a corresponding folder template in the Data Mart.</p>			

PLACE

RELATED ODS LAYOUT TEMPLATE PLACE				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour		Week		Quarter
Day		Month		Year
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the PLACE (6.5⁺) and PLACE_TEMPLATE (6.1⁺) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the WORKPLACE[S]_ [D, W, M, Q, Y] 6.5⁻ canned reports. Custom reports can also access this data.</p> <p>AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE GROUP folder templates.</p>				

PLACE GROUP

RELATED ODS LAYOUT TEMPLATE GROFPLS				
COMPOSITE METRIC COLUMN NAMES				
AV_N_CALLS_P_HOUR	N_CALLS	N_WAIT	PC_T_CUST_CALLS	T_HOLD
AV_T_CALLS	N_CONFERENCES	N_WORK	PC_T_DIALING	T_INBOUND
AV_T_CONSULT	N_CONSULT	PC_N_CONFERENCES	PC_T_HOLD	T_INTERNAL
AV_T_CUST_CALLS	N_CUST_CALLS	PC_N_CONSULT	PC_T_INBOUND	T_LOGIN
AV_T_DIALING	N_DIALING	PC_N_CUST_CALLS	PC_T_INTERNAL	T_NOT_READY
AV_T_HANDLE	N_HOLD	PC_N_HOLD	PC_T_NOT_READY	T_OUTBOUND
AV_T_HOLD	N_INBOUND	PC_N_INBOUND	PC_T_OUTBOUND	T_RINGING
AV_T_INBOUND	N_INTERNAL	PC_N_INTERNAL	PC_T_RINGING	T_SRV_CALLS
AV_T_INTERNAL	N_NOT_READY	PC_N_OUTBOUND	PC_T_SRV_CALLS	T_TALK
AV_T_NOT_READY	N_OUTBOUND	PC_N_SRV_CALLS	PC_T_UNKNOWN	T_UNKNOWN
AV_T_OUTBOUND	N_RINGING	PC_N_TRANS_MADE	PC_T_WAIT	T_WAIT
AV_T_RINGING	N_SRV_CALLS	PC_N_TRANS_TAKEN	PC_T_WORK	T_WORK
AV_T_SRV_CALLS	N_TALK	PC_N_UNKNOWN	T_CALLS	
AV_T_UNKNOWN	N_TRANSFERS_MADE	PC_N_WORK	T_CONSULT	
AV_T_WAIT	N_TRANSFERS_TAKEN	PC_T_CALLS	T_CUST_CALLS	
AV_T_WORK	N_UNKNOWN	PC_T_CONSULT	T_DIALING	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFPLS (6.5+) and PLACE_GROUP_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the PLACEGROUP[S]_ [D, W, M, Q, Y] 6.5+ canned reports. Custom reports can also access this data.				
AV_T_HANDLE, N_TALK, and T_TALK are new additions to the 6.5 version of this template.				
The metrics in this folder template are identical to those in the AGENT, AGENT GROUP, and PLACE folder templates.				

QUEUE

RELATED ODS LAYOUT TEMPLATE				
QUEUE				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDOVED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
<p>Defines basic and composite metrics derived from statistics collected by report layouts based on the QUEUE (6.5⁺) and QUEUE_TEMPLATE (6.1⁺) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the QUEUE[S]_ [D, W, M, Q, Y] 6.5⁺ canned reports. Custom reports can also access this data.</p> <p>PC_N_DISTRIB is a new addition to the 6.5 version of this template.</p> <p>The metrics in this folder template are identical to those in the QUEUE GROUP folder template.</p>				

QUEUE GROUP

RELATED ODS LAYOUT TEMPLATE GROFQUEUES				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDONED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the GROFQUEUES (6.5+) and QUEUE_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the GROFQUEUES_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.				
The metrics in this folder template are identical to those in the QUEUE folder template.				

ROUTING POINT

RELATED ODS LAYOUT TEMPLATE ROUTEPOINT				
COMPOSITE METRIC COLUMN NAMES				
AV_T_ABANDONED	MAX_T_ANSWERED	N_DISTRIB_IN_TR	PC_N_ANSWERED	T_ANSWERED
AV_T_ANSWERED	N_ABANDONED	N_DISTRIBUTED	PC_N_DISTRIB	T_DISTRIBUTED
AV_T_DISTRIBUTED	N_ABANDONED_IN_TR	N_ENTERED	SERVICE_FACTOR	
MAX_T_ABANDONED	N_ANSWERED	PC_N_ABANDONED	T_ABANDONED	
AGGREGATION LEVEL(S)				
Hour	Week		Quarter	
Day	Month		Year	
DESCRIPTION				
Defines basic and composite metrics derived from statistics collected by report layouts based on the ROUTEPOINT (6.5+) and ROUTING_POINT_TEMPLATE (6.1+) ODS layout templates. This folder template organizes data into six aggregation levels that are used by the ROUTEPOINT_[D, W, M, Q, Y] and ROUTEPOINTS_[D, W, M, Q, Y] canned reports. Custom reports can also access this data.				
The metrics in this folder template are identical to those in the QUEUE and QUEUE GROUP folder templates.				



Chapter

7

Data Mart Composite Metrics

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

This chapter includes the following sections:

- [Listing of Data Mart Composite Metrics](#)
- [The Data Mart Composite Metrics.](#)

Listing of Data Mart Composite Metrics

The metrics listed in the “[Data Mart Folder Templates](#)” chapter beginning on [page 73](#) are described more fully in this section:

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

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

The Data Mart also houses basic metrics, which, through the Default Report Folder Template (described on [page 77](#)), ETL Runtime pulls directly from ODS. Such is the case for all E-mail Data Mart metrics and some OCS Data Mart metrics. These basic metrics are not described in this section but rather in the “Historical Reporting Metrics–Sourced from Stat Server” chapter beginning on [page 213](#).

Descriptions of Form Labels

Form Title	The name of the Data Mart composite metric.
Short Description	Identifies the name of the metric.
Category Function	<p>The function that Data Mart applies to aggregate the values in the specified column. Category functions do not apply to average or percentages metrics. The function can take any of the following values:</p> <ul style="list-style-type: none">SUMMAXN/A (indicating not applicable)
Introduced In	Identifies the GA release in which this template was first introduced.
Discontinued In	Identifies the first GA release in which this template was no longer available. Where a template is still made available, this value reads N/A for not applicable.
Formula	Provides the composite metric’s database definition. Where the formula differs between releases, this section notes the difference. Syntax used is Microsoft SQL.
Used in the Following Data Mart Folder Templates	Lists the Data Mart folder templates using the metric. Items listed here are hyperlinked to “Data Mart Folder Templates” on page 73 .
Description	Describes the composite metric. Where the description is the same as the native metric on which the composite metric is built, the section provides a hyperlink to “Historical Reporting Metrics–Sourced from Stat Server” on page 213 for the description. This chapter includes the differences in formulae from Release 5.1.5 onward.

The Data Mart Composite Metrics

CC Analyzer 5.1 and 6.0 define composite metrics at the database level. Starting from release 6.1, the recommended approach is to define them at the presentation level [that is, within Hyperion Interactive Reporting (HIR) or other report generation tool]. Please note that 6.1, 6.5, and 7.0 report templates still have composite metrics defined at the database level.

AV_N_CALLS_P_HOUR

SHORT DESCRIPTION Average Calls Per Hour		FORMULA case T_LOGIN when 0 then 0 else convert(float, N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) * 3600 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average number of calls (N_CALLS) received per hour of login time (T_LOGIN) for an agent, agent group, place, or place group during a requested time period. A relatively low figure may indicate that a particular agent (or agent group) is handling more complex calls. A low figure may also mean that a particular place (or place group) is not receiving many calls.		

AV_T_ABANDONED

SHORT DESCRIPTION Average Time to Abandon		FORMULA case N_ABANDONED when 0 then 0 else convert(float, T_ABANDONED) / N_ABANDONED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time abandoned calls (T_ABANDONED / N_ABANDONED) were in queue or route point during a requested time period.		

AV_T_ANSWERED

SHORT DESCRIPTION Average Speed of Answer		FORMULA case N_ANSWERED when 0 then 0 else convert(float, T_ANSWERED) / N_ANSWERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time a call spends in queue or route point before being answered (T_ANSWERED / N_ANSWERED) for a requested time period. A relatively low figure may indicate less activity or excellent performance.		

AV_T_CALLS

SHORT DESCRIPTION Average Talk Time		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on calls (T_CALLS / N_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.		

AV_T_CONSULT

SHORT DESCRIPTION Average Consult Talk Time		FORMULA case N_CONSULT when 0 then 0 else convert(float, T_CONSULT) / N_CONSULT end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on consult calls (T_CONSULT / N_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate the handling of complex calls or that additional training is required.		

AV_T_CUST_CALLS

SHORT DESCRIPTION Average Customer Time		FORMULA case N_INBOUND + N_OUTBOUND when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND) / (N_INBOUND + N_OUTBOUND) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on inbound and outbound calls ((T_INBOUND + T_OUTBOUND) / (N_INBOUND + N_OUTBOUND)) for an agent, agent group, place, or place group during a requested time period. (Customer calls are the sum of inbound and outbound calls.) A relatively high number may indicate the handling of complex calls or that additional training is required.		

AV_T_DIALING

SHORT DESCRIPTION Average Dialing Time		FORMULA case N_DIALING when 0 then 0 else convert(float, T_DIALING) / N_DIALING end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent dialing calls (T_DIALING / N_DIALING) for an agent, agent group, place, or place group during a requested time period.		

AV_T_DISTRIBUTED

SHORT DESCRIPTION Average Time to Distribute		FORMULA case N_DISTRIBUTED when 0 then 0 else convert(float, T_DISTRIBUTED) / N_DISTRIBUTED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The average amount of time spent waiting in a queue or route point before a call is distributed (T_DISTRIBUTED / N_DISTRIBUTED) during a requested time period.		

AV_T_HANDLE

SHORT DESCRIPTION Average Handle Time		FORMULA case N_INBOUND + N_OUTBOUND when 0 then 0 else convert(float, T_INBOUND + T_OUTBOUND + T_WORK) / (N_INBOUND + N_OUTBOUND) end
CATEGORY FUNCTION N/A		
INTRODUCED IN	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent handling inbound, outbound and ACW calls (T_INBOUND + T_OUTBOUND + T_WORK) / (N_INBOUND + N_OUTBOUND) during a requested time period.		

AV_T_HOLD

SHORT DESCRIPTION Average Hold Time		FORMULA case N_HOLD when 0 then 0 else convert(float, T_HOLD) / N_HOLD end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The average amount of time for which calls were placed on hold (T_HOLD / N_HOLD) by an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that some existing resources should be redirected to handle calls.		

AV_T_INBOUND

SHORT DESCRIPTION Average Inbound Time		FORMULA case N_INBOUND when 0 then 0 else convert(float, T_INBOUND) / N_INBOUND end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on inbound calls (T_INBOUND / N_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

AV_T_INTERNAL

SHORT DESCRIPTION Average Internal Time		FORMULA case N_INTERNAL when 0 then 0 else convert(float, T_INTERNAL) / N_INTERNAL end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on internal calls (T_INTERNAL / N_INTERNAL) for an agent, agent group, place, or place group during a requested time period.		

AV_T_NOT_READY

SHORT DESCRIPTION Average Not Ready Time		FORMULA case N_NOT_READY when 0 then 0 else convert(float, T_NOT_READY) / N_NOT_READY end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was not ready for calls (T_NOT_READY / N_NOT_READY) during a requested time period.		

AV_T_OUTBOUND

SHORT DESCRIPTION Average Outbound Time		FORMULA case N_OUTBOUND when 0 then 0 else convert(float, T_OUTBOUND) / N_OUTBOUND end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on outbound calls (T_OUTBOUND / N_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. If you are running a blended environment with ERS, NRS, and OCS, outbound talk time would include both calls dialed out by agents and calls generated by OCS, and handled by an agent, during an outbound campaign.		

AV_T_RINGING

SHORT DESCRIPTION Average Ringing Time		FORMULA case N_RINGING when 0 then 0 else convert(float, T_RINGING) / N_RINGING end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time calls were ringing (T_RINGING / N_RINGING) for an agent, agent group, place, or place group during a requested time period.		

AV_T_SRV_CALLS

SHORT DESCRIPTION Average Service Time		FORMULA case N_INTERNAL + N_CONSULT when 0 then 0 else convert(float, T_INTERNAL + T_CONSULT) / (N_INTERNAL + N_CONSULT) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on service-related calls (T_SRV_CALLS / N_SRV_CALLS) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls or that additional training is required.		

AV_T_UNKNOWN

SHORT DESCRIPTION Average Unknown Time		FORMULA case N_UNKNOWN when 0 then 0 else convert(float, T_UNKNOWN) / N_UNKNOWN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time spent on unknown calls (T_UNKNOWN / N_UNKNOWN) for an agent, agent group, place, or place group during a requested time period.		

AV_T_WAIT

SHORT DESCRIPTION Average Wait Time		FORMULA case N_WAIT when 0 then 0 else convert(float, T_WAIT) / N_WAIT end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was ready for a call (T_WAIT / N_WAIT) during a requested time period. A relatively high figure may indicate an ineffective use of resources.		

AV_T_WORK

SHORT DESCRIPTION Average Work Time		FORMULA case N_WORK when 0 then 0 else convert(float, T_WORK) / N_WORK end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The average amount of time for which an agent, agent group, place, or place group was in after-call work status (T_WORK / N_WORK) during a requested time period.		

MAX_T_ABANDONED

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

MAX_T_ANSWERED

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

N_ABANDONED

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

N_ABANDONED_IN_TR

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

N_ANSWERED

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

N_CALLS

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

N_CONFERENCES

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

N_CONSULT

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

N_CUST_CALLS

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

N_DIALING

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

N_DISTRIB_IN_TR

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

N_DISTRIBUTED

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

N_ENTERED

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

N_HOLD

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

N_INBOUND

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

N_INTERNAL

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

N_NOT_READY

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

N_OUTBOUND

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

N_RINGING

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

N_SRV_CALLS

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

N_TALK

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

N_TRANSFERS_MADE

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

N_TRANSFERS_TAKEN

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

N_UNKNOWN

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

N_WAIT

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

N_WORK

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

PC_N_ABANDONED

SHORT DESCRIPTION Percentage of Calls Abandoned		FORMULA case when N_ENTERED = 0 then 0 when N_ABANDONED > N_ENTERED then 100 else convert(float, N_ABANDONED) * 100 / N_ENTERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE , QUEUE GROUP , ROUTING POINT		
DESCRIPTION The percentage of calls (N_ENTERED) that were abandoned (N_ABANDONED) in queue or route point during a requested time period.		

PC_N_ANSWERED

SHORT DESCRIPTION Percentage of Calls Answered		FORMULA case when N_ENTERED = 0 then 0 when N_ANSWERED > N_ENTERED then 100 else convert(float, N_ANSWERED) * 100 / N_ENTERED end
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		
DESCRIPTION The percentage of calls (N_ENTERED) that were answered (N_ANSWERED) for a queue or route point during a requested time period.		

PC_N_CONFERENCES

SHORT DESCRIPTION Percentage of Conference Calls		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_CONFERENCES > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_CONFERENCES) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which conferences (N_CONFERENCES) were made by an agent, agent group, place, or place group during a requested time period. A relatively high percentage may indicate difficulty in responding to customer requests or the general redirection of calls to meet agent service targets.		

PC_N_CONSULT

SHORT DESCRIPTION Percentage of Consult Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_CONSULT) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that required consultation (N_CONSULT) (transfer or conference) during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_N_CUST_CALLS

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

PC_N_DISTRIB

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

PC_N_HOLD

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

PC_N_INBOUND

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

PC_N_INTERNAL

SHORT DESCRIPTION Percentage of Internal Calls		FORMULA case N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN when 0 then 0 else convert(float, N_INTERNAL) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that were internal (N_INTERNAL) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate that additional training or assistance is required.		

PC_N_OUTBOUND

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

PC_N_SRV_CALLS

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

PC_N_TRANS_MADE

SHORT DESCRIPTION Percentage of Trasfers Made		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_TRANSFERS_MADE > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_TRANSFERS_MADE) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) for which transfers (N_TRANSFERS_MADE) were made by an agent, agent group, place, or place group during a requested time period. A relatively high figure may indicate difficulty in responding to customer requests or the general redirection of calls to meet quota targets.		

PC_N_TRANS_TAKEN

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

PC_N_UNKNOWN

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

PC_N_WORK

SHORT DESCRIPTION Percentage of Work		FORMULA case when N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN = 0 then 0 when N_WORK > N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN then 100 else convert(float, N_WORK) * 100 / (N_INBOUND + N_OUTBOUND + N_INTERNAL + N_CONSULT + N_UNKNOWN) end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of calls (N_CALLS) that required after-call work by an agent, agent group, place, or place group during a requested time period.		

PC_T_CALLS

SHORT DESCRIPTION Percentage of Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN > T_LOGIN then 100 else convert(float, T_INBOUND + T_OUTBOUND + T_INTERNAL + T_CONSULT + T_UNKNOWN) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was on an inbound (T_INBOUND), outbound (T_OUTBOUND), consult (T_CONSULT), internal (T_INTERNAL), or unknown call (T_UNKNOWN) during a requested time period. A relatively high number may indicate excellent performance.		

PC_T_CONSULT

SHORT DESCRIPTION Percentage of Consult Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_CONSULT > T_LOGIN then 100 else convert(float, T_CONSULT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) that was Consult Talk Time (T_CONSULT) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the handling of complex calls.		

PC_T_CUST_CALLS

SHORT DESCRIPTION Percentage of Customer Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND + T_OUTBOUND > T_LOGIN then 100 else convert(float, T_INBOUND + T_OUTBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) related to inbound (T_INBOUND) and outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_T_DIALING

SHORT DESCRIPTION Percentage of Dialing Time		FORMULA case when T_LOGIN = 0 then 0 when T_DIALING > T_LOGIN then 100 else convert(float, T_DIALING) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent was dialing calls (T_DIALING) during a requested time period. This number propagates to agent group, place, and place group.		

PC_T_HOLD

SHORT DESCRIPTION Percentage of Hold Time		FORMULA case when T_LOGIN = 0 then 0 when T_HOLD > T_LOGIN then 100 else convert(float, T_HOLD) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent put a call on hold (T_HOLD) during a requested time period. This number propagates to agent group, place, and place group.		

PC_T_INBOUND

SHORT DESCRIPTION Percentage of Inbound Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INBOUND > T_LOGIN then 100 else convert(float, T_INBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to inbound calls (T_INBOUND) for an agent, agent group, place, or place group during a requested time period.		

PC_T_INTERNAL

SHORT DESCRIPTION Percentage of Internal Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INTERNAL > T_LOGIN then 100 else convert(float, T_INTERNAL) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to internal calls (T_INTERNAL) for an agent, agent group, place, or place group during a requested time period.		

PC_T_NOT_READY

SHORT DESCRIPTION Percentage of Not Ready Time		FORMULA case when T_LOGIN = 0 then 0 when T_NOT_READY > T_LOGIN then 100 else convert(float, T_NOT_READY) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was not ready (T_NOT_READY) for calls during a requested time period. A relatively high number may indicate additional training is required.		

PC_T_OUTBOUND

SHORT DESCRIPTION Percentage of Outbound Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_OUTBOUND > T_LOGIN then 100 else convert(float, T_OUTBOUND) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) pertaining to outbound calls (T_OUTBOUND) for an agent, agent group, place, or place group during a requested time period. A relatively high number may indicate the start of a campaign.		

PC_T_RINGING

SHORT DESCRIPTION Percentage of Ringing Time		FORMULA case when T_LOGIN = 0 then 0 when T_RINGING > T_LOGIN then 100 else convert(float, T_RINGING) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent was on a ringing call (T_RINGING) during a requested time period. This number propagates to agent group, place, and place group. A relatively high number may indicate that the agent is taking too long to answer a call.		

PC_T_SRV_CALLS

SHORT DESCRIPTION Percentage of Service Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_INTERNAL + T_CONSULT > T_LOGIN then 100 else convert(float, T_INTERNAL + T_CONSULT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time that was spent on service-related calls (T_SRV_CALLS / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.		

PC_T_UNKNOWN

SHORT DESCRIPTION Percentage of Unknown Talk Time		FORMULA case when T_LOGIN = 0 then 0 when T_UNKNOWN > T_LOGIN then 100 else convert(float, T_UNKNOWN) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of login time spent on unknown calls (T_UNKNOWN / T_LOGIN) for an agent, agent group, place, or place group during a requested time period.		

PC_T_WAIT

SHORT DESCRIPTION Percentage of Wait Time		FORMULA case when T_LOGIN = 0 then 0 when T_WAIT > T_LOGIN then 100 else convert(float, T_WAIT) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION The percentage of login time (T_LOGIN) for which an agent, agent group, place, or place group was ready for calls (T_WAIT) during a requested time period. A relatively high number may indicate an ineffective use of resources.		

PC_T_WORK

SHORT DESCRIPTION Percentage of Work Time		FORMULA case when T_LOGIN = 0 then 0 when T_WORK > T_LOGIN then 100 else convert(float, T_WORK) * 100 / T_LOGIN end
CATEGORY FUNCTION N/A		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION The percentage of total login time (T_LOGIN) for which an agent, agent group, place, or place group is in AfterCallWork status during a requested time period. A relatively high number may indicate the handling of complex calls requiring additional after-call work or that additional training may be required.		

SERVICE_FACTOR

SHORT DESCRIPTION Service Factor		<pre>case Total_Calls_Distributed when 0 then 0 else convert(float, (Total_Calls_Distributed_In_Threshold - Total_Short_Abandoned_Calls) * 100) / Total_Calls_Distributed end FORMULA FOR 6.1, TIER I case when (Total_Calls_Entered - Total_Short_Abandoned_Calls) <= 0 then 0 else case when convert(float, Total_Calls_Distributed_In_Threshold * 100) / (Total_Calls_Entered - Total_Short_Abandoned_Calls) < 100 then convert(float, Total_Calls_Distributed_In_Threshold * 100) / (Total_Calls_Entered - Total_Short_Abandoned_Calls) else 100 end end FORMULA FOR 6.1, TIER II case when (N_ENTERED - N_ABANDONED_IN_TR) <= 0 then 0 else case when convert(float, N_DISTRIB_IN_TR) * 100 / (N_ENTERED - N_ABANDONED_IN_TR) < 100 then convert(float, N_DISTRIB_IN_TR) * 100 / (N_ENTERED - N_ABANDONED_IN_TR) else 100 end end FORMULA FOR 6.5+ case when N_ANSWERED + N_ABANDONED <= N_ABANDONED_IN_TR then 0 else case when N_DISTRIB_IN_TR <= (N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR) then convert(float, N_DISTRIB_IN_TR) * 100 / (N_ANSWERED + N_ABANDONED - N_ABANDONED_IN_TR) else 100 end end</pre>
CATEGORY FUNCTION N/A		
INTRODUCED IN 5.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES QUEUE, QUEUE GROUP, ROUTING POINT		

SERVICE_FACTOR

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

T_ABANDONED

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

T_ANSWERED

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

T_CALLS

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

T_CONSULT

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

T_CUST_CALLS

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

T_DIALING

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

T_DISTRIBUTED

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

T_HOLD

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

T_INBOUND

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

T_INTERNAL

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

T_LOGIN

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

T_NOT_READY

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

T_OUTBOUND

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

T_RINGING

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

T_SRV_CALLS

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

T_TALK

SHORT DESCRIPTION Total Talk Time		FORMULA T_TALK
CATEGORY FUNCTION SUM		
INTRODUCED IN	DISCONTINUED IN	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION See T_TALK in the “Historical Reporting Metrics—Sourced from Stat Server” chapter.		

T_UNKNOWN

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

T_WAIT

SHORT DESCRIPTION Total Wait Time		FORMULA T_WAIT
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT , AGENT GROUP , PLACE , PLACE GROUP		
DESCRIPTION Total wait time. A relatively high number may indicate ineffective use of resources.		

T_WORK

SHORT DESCRIPTION Total Work Time		FORMULA T_WORK
CATEGORY FUNCTION SUM		
INTRODUCED IN 6.1	DISCONTINUED IN N/A	
USED IN THE FOLLOWING DATA MART FOLDER TEMPLATES AGENT, AGENT GROUP, PLACE, PLACE GROUP		
DESCRIPTION Total after-call work time.		



Chapter

8

CCPulse+ Metrics

CCPulse+ collects real-time metrics from Stat Server for specified objects in a contact center. The metrics listed in this chapter are defined by the stat types on which they are built. In some instances, filters have been applied to further restrict the metric's value. Refer to “Statistical Parameters” on [page 369](#) for the definitions and descriptions of the filters used. All of the metrics in this chapter are used within one or more of the Genesys-provided CCPulse+ solution templates which are described in Chapter 3, “CCPulse+ Templates” on [page 21](#).

This chapter includes the following sections:

- [Listing of CCPulse+ Metrics](#)
- [The CCPulse+ Metrics](#)

Listing of CCPulse+ Metrics

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

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

CallsInDialing	Forced Off	Offered*
CallsInRinging	Forwarded*	Outbound*
CallsOnHold	GroupState	Outbound Hold
CallsWaiting	GroupStatus	Outbound Initiated
CallWaiting	Handle*	OutboundCalls
Cancel	Handled*	PerCallBacksCompleted
Cleared*	HitRatio	PerCallBacksMissed
Coached	Hold	PerCallBacksScheduled
Coached Via Intrusion	Hold Inbound	PlaceStatus
Coached Upon Request	Hold Outbound	Processed
Coaching Requests	Hold Time Inbound*	Processing
Conferenced Via Intrusion	Hold Time Outbound*	Processing time*
Conferences Initiated	Hold Time Ratio	Pulled*
Conferences Joined*	In Processing*	Ready
Consult*	In Queue	Redirected
Consult Made	Inbound*	Rejected*
Consult Taken	Inbound Hold	Responded
Consultations Initiated	Inbound Terminated	Response Time*
Consultations Joined	Inbound Transferred	Running
Consultation Processing Time	InboundCalls	Sent To Queue
Current	Internal*	Ready Ratio*
Current Calls Waiting	Internal Initiated	RecordsCanceled
Current in Queue	Internal Made*	RecordsCompleted
Current Logged In*	Internal Taken*	ServiceFactor
Current Not Ready*	InternalCalls	SITDetected
Current not Ready Ratio	Logged In	SITNoCircuit
Current Ready*	Maximum	SITOperIntercept
Current Ready Ratio*	Maximum Interactions*	SITReorder
Current Waiting for Processing	Maximum number of Interactions	SITUnknown
CurrMaxWaiting	Minimum	SITVacant
Deactivated	Minimum Interactions*	Stopped Processing
DialMade	Minimum number of Interactions	SystemError*
DialMode	Monitored*	Talk
Distribut	Moved out	Talk Consult Made
Distribute	NoAnswer	Talk Consult Taken
Distributed*	NoRPC	Talk Inbound
DNStatus	Not Ready	Talk Internal Made
DoNotCall	Not Ready Ratio*	Talk Internal Taken
Dropped	NotReadyForACall	Talk Outbound
Entered*	Not-submitted	Talk Time Inbound*
EstimTimeToComplete	Number of Interactions in process	Talk Time Outbound*
EstimTimeToDistrib	Number of interactions in Process	Terminated
ExpectedWaitTime	Number of interactions that have stopped processing	Time to Abandon
FaxModem		Time to Distribute
		Timed Out*
		TimeToAbandon
		TimeToAnswer
		TimeToDistrib
		Total Abandoned

Total Accepted	Total Transferred*	TotalWait
Total Answered *	Total Transfers	Transfer Ratio
Total Cleared	Total_Entered	Transfers*
Total Distributed	Total_Time_to_Answer	Transfers Made*
Total Entered *	TotalACW*	Transfers Taken*
Total Finished Process-	TotalASM_Outbound	TransfersMade
ing	Total_Abandoned	TransfersTaken
Total Login Time*	Total_Answered	Wait Time*
Total Moved	Total_Cleared	Waiting*
Total Offered	Total_Distributed	Waiting Processing*
Total Processing Time	TotalCallsOnHold	WaitingAgent
Total Ready Time*	TotalConsult	WaitingAgents
Total Rejected	TotalInbound	WaitingForACall
Total Released*	TotalLogin	WaitingPort*
Total Terminated	TotalNR*	WaitingRecords
Total Time To Answer	TotalOutbound	WaitinRecords
Total Timed Out	TotalTalk*	

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

Descriptions of Form Labels

Form Title	The alias name of the CCPulse+ metric.
Stat Type	Identifies the Stat Server statistical type that this metric obeys. The Stat Type definition fields cannot be edited; they display the four options that define the statistical type in the configuration of Stat Server.
Statistical Group	Lists the statistical grouping under which the metric falls.
Solution	The Genesys products that measure and report on values for this metric.
Notification Frequency	Defines how often, in seconds, Stat Server should recalculate the metric and notify CCPulse+ if the metric has changed by more than the specified insensitivity.
Insensitivity	Describes a condition for receiving an update of a metric value for an object monitored in the view.
Filter	Identifies the filter applied to this metric.
Time Range	Identifies the name of the time range used as specified in the TimeRanges section of the supporting Stat Server Application object. Time ranges define a length of time, in seconds, for collecting data and are only applicable to certain stat types.
Time Range 1	Identifies the name of the time range used as specified in the TimeRanges section of the supporting Stat Server Application object. This second time range is used only by the ServiceFactor metric.
Interval Type	Defines the time profile for this metric.

Time Profile	Identifies the name of the time profile as specified in the <code>TimeProfiles</code> section of the supporting <code>Stat Server Application</code> object. Time profiles specify the interval over which historical aggregate values are calculated.
Format	Defines the time or number format for the metric. A number format specifies the number of decimal places for data used and displayed in the selected graph and include the following formats: <code>0</code> , <code>0.0</code> , and <code>0.00</code> . This value reads N/A if no time or number format is specified for the metric.
Introduced In	Identifies the GA release in which this metric was first introduced.
Discontinued In	Identifies the first GA release in which this metric was no longer available. Where a metric is still available, this value reads N/A for not applicable.
Historical Association	The comparable metric for a specified time period found in the Data Mart. Click this value to read more information about the historical metric. This value reads N/A if this metric has no historical equivalent.
Calling Template	The CCPulse+ template(s) in which this metric can be found.
Description	Provides a general description of what a report using this metric measures.

The CCPulse+ Metrics

%Abandoned_[1]

STAT TYPE AbandCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Out-bound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION PC_N_ABANDOVED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.Of all the values returned by the AbandCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to AbandCallsPercentage in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

%Abandoned_[2]

STAT TYPE AbandCallsPercentage		STATISTICAL GROUP Ratios		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE ServiceFactorAbandonedThreshold		INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A			<div>DESCRIPTION</div> <div>Of all the values returned by the AbandCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to AbandCallsPercentage in the “Stat Server Stat Type Definitions” section for a complete description.</div>				
CALLING TEMPLATE Queue Performance SIP IM							

%Distrib

STAT TYPE DistribCallsPercentage		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Out-bound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION PC_N_DISTRIB		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead. Of all the values returned by the DistribCallsPercentage stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to DistribCallsPercentage in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Abandon_[1]

STAT TYPE Total_Calls_Abandoned		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ABANDONED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to Total_Calls_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Abandon_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that voice interactions in this queue were abandoned.</div> <div>CCPulse+ calculates this metric from the values of the Time to Abandon and Abandoned CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateValue();</div> <div>function CalculateValue()</div> <div>{</div> <div>var num = ccpulse.group("Total Time").statistic("Time to Abandon");</div> <div>var den = ccpulse.group("Total Calls").Abandoned;</div> <div>var res = 0 == den ? num : num / den;</div> <div>return res;</div> <div>}</div>					
CALLING TEMPLATE Voice Queue							

Abandon Time

STAT TYPE AverAbandCallTime		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average amount of time that chat interactions spent in this queue before they were abandoned.					
CALLING TEMPLATE Queue Performance SIP IM							

Abandoned^[1]

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

Abandoned^[2]

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

Abandoned^[3]

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interactions that were abandoned while in this queue. Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Queue Performance SIP IM							

Abandoned^[4]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of abandoned voice interactions in this queue.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</p> <pre>CalculateValue(); function CalculateValue() { var num = ccpulse.group("Total Calls").Abandoned; var den = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Distributed + ccpulse.group("Total Calls").Cleared; var res = 0 == den ? num : num / den; return 100 * res; }</pre>					
CALLING TEMPLATE Voice Queue							

Abandoned While Ringing

STAT TYPE Total_Abandoned_WR		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND_WR		<div>DESCRIPTION</div> <p>The total number of voice interactions that were distributed from this queue to any DN other than a queue or route point but were terminated by the caller before the agent could answer.</p> <p>Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Accepted^[1]

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

Accepted^[2]

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages that were offered for processing to this agent and were accepted.</div> <div>Of all the values returned by the Interactions_Accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Activated

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

ACW

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time spent by this agent performing after-call work for service (inbound and outbound) calls.</p> <p>CCPulse+ calculates this metric from the values of the ACW Inbound, ACW Outbound, Inbound and Outbound CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { var num = ccpulse.group("Service Call Total Times").statistic("ACW Inbound") + ccpulse.group("Service Call Total Times").statistic("ACW Outbound"); var den = ccpulse.group("Service Calls").Inbound + ccpulse.group("Service Calls").Outbound; return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE Resource Voice Handling							

ACW Auxiliary

STAT TYPE ACW_Time_Other		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_AUX_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent performing after-call work for internal and consult voice calls as well as after-call work that cannot be associated with any call.</div> <div>Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

ACW Inbound

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION The total amount of time this agent spent performing after-call work for inbound calls. Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

ACW Outbound

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Service Calls Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent performing after-call work for outbound calls.</div> <div>Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

After Call Work Inbound^[1]

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

After Call Work Inbound^[2]

STAT TYPE ACW_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_INB_T		DESCRIPTION Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

After Call Work Outbound^[1]

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		DESCRIPTION Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

After Call Work Outbound^[2]

STAT TYPE ACW_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ACW_OUT_T		DESCRIPTION Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

AfterCallWork

STAT TYPE CurrNumberACWStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber-ACWStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Age of oldest email

STAT TYPE General_Email_Oldest_Age		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The age of the oldest e-mail interaction within this tenant's e-mail system at the end of the reporting interval. Refer to General_Email_Oldest_Age in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

AgentStatus

STAT TYPE CurrentAgentState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrentAgent-State in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView							

AHT_[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The current average handling time (AHT) for calls associated with the reporting object.</p> <p>CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration();</pre> <pre>function CalculateDuration() { var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound") + ccpulse.group("Agent Times").statistic("After Call Work Inbound") + ccpulse.group("Agent Times").statistic("After Call Work Outbound")); var den = (ccpulse.group("Total Calls").statistic("Total Released")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Agent							

AHT_[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The current average handling time (AHT) for calls associated with the reporting object.</p> <p>CCPulse+ calculates this metric from the values of the Talk Time Inbound, Talk Time Outbound, After Call Work Inbound, After Call Work Outbound, and Total Released CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration();</pre> <pre>function CalculateDuration() { var num = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound") + ccpulse.group("Agent Times").statistic("After Call Work Inbound") + ccpulse.group("Agent Times").statistic("After Call Work Outbound")); var den =(ccpulse.group("Total Calls").statistic("Total Released")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

Answer_[1]

STAT TYPE Chat_Total_Answer_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ANSW_T		DESCRIPTION The total amount of time involved in answering interactions within this tenant's chat system. Refer to Chat_Total_Answer_Time in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Answer_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that chat interactions were answered within this tenant's chat system.</p> <p>CCPulse+ calculates this metric from the values of the Answer and Answered CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Answer / ((ccpulse.group("Total Number").Answered == 0) ? 1 : ccpulse.group("Total Number").Answered); }</pre>					
CALLING TEMPLATE General Chat Handling							

Answered_[1]

STAT TYPE Total_Calls_Answered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ANSWERED		DESCRIPTION Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1 ⁺ , this metric uses the isNotVCB filter instead. Refer to Total_Calls_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

Answered_[2]

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

Answered_[3]

STAT TYPE Total_Answered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interactions that were answered within this queue. Refer to Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Queue Performance SIM IM							

Answered_[4]

STAT TYPE Total_Answered		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ANSW		<div>DESCRIPTION</div> <div>The total number of calls that were distributed from this queue to an agent and were answered.</div> <div>Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

AnswerMachine

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

Answers

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

ASA_[1]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.</div> <div>CCPulse+ calculates this metric from the values of the Total_Time_to_Answer and Total_Answered CCPulse+ metrics using this formula: result.Duration = CalculateDuration(); function CalculateDuration() { var num = (ccpulse.group("Total Time").Total_Time_to_Answer); var den = (ccpulse.group("Total Calls").Total_Answered); return 0 == den ? num : num / den; } </div>					
CALLING TEMPLATE KPI Queue							

ASA_[2]

STAT TYPE N/A		STATISTICAL GROUP Averages		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>An average speed of answer (ASA), or an average time to answer calls that requested a specified Skill Combination.</p> <p>CCPulse+ calculates this metric from the values of the Total Time To Answer and Total Answered CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration();</pre> <pre>function CalculateDuration() { var num = (ccpulse.group("Total Calls").statistic("Total Time To Answer")); var den = (ccpulse.group("Total Calls").statistic("Total Answered")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

ASM_Outbound_[1]

STAT TYPE Total_Calls_ASM_Outbound		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ASM_OUTBOUND		<div>DESCRIPTION</div> <div>Refer to Total_Calls_ASM_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

ASM_Outbound_[2]

STAT TYPE CurrNumberASMOutbound-Statuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberASMOutboundStatuses in the “Stat Server Stat Type Definitions” section for a complete description. Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.					
CALLING TEMPLATE GroupsView							

ASM_Received_[1]

STAT TYPE Total_Calls_ASM_Received		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ASM_ENGAGE		<div>DESCRIPTION</div> <div>Refer to Total_Calls_ASM_Received in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The PlaceView template does not provide an historical association for this metric. In addition, the historical association assigned to the GroupsView template is not applicable when this metric is assigned to a group of places—it is applicable, however, when assigned to a group of agents.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

ASM_Received_[2]

STAT TYPE CurrNumberASM_EngagedStatuses		STATISTICAL GROUP Performance		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberASM_EngagedStatuses in the “Stat Server Stat Type Definitions” section for a complete description. Notification frequency changed from 20 to 30 seconds in the 6.5.001 release of this metric.					
CALLING TEMPLATE GroupsView							

Average Processing Time_[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that e-mail interactions spent at this agent’s desktop.</div> <div>CCPulse+ calculates this metric from the values of the Processed and Processing Time CCPulse+ metrics using this formula:</div> <div>result.duration=CalculateDuration();</div> <div>function CalculateDuration() { var num=ccpulse.Total.Processed; var tim=ccpulse.Total.statistic("Processing Time"); return (0==num) ? tim : tim/num; }</div>					
CALLING TEMPLATE Resource E-mail Handling							

Average Processing Time^[2]

STAT TYPE N/A		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that an agent, a place, or a group thereof spent handling interactions. of media X type.</div> <div>CCPulse+ calculates this metric from the values of the Total Processing Time and Total Finished Processing CCPulse+ metrics using this formula:</div> <div>result.duration=CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num =(ccpulse.group("Media X Resource").statistic("Total Processing Time"));</div> <div>var den =(ccpulse.group("Media X Resource").statistic("Total Finished Processing"));</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE Media X Resource Template							

Average Ready Ratio^[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.</div> <div>CCPulse+ calculates this metric from the values of the Total Ready Time and Total Login Time CCPulse+ metrics using this formula:</div> <div>result.Long = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time"));</div> <div>var den = (ccpulse.group("Agent Times").statistic("Total Login Time"));</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE KPI Agent, KPI Queue							

Average Ready Ratio^[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>For all agents associated with the reporting object, percentage of time spent in Ready mode out of the entire login duration.</div> <div>CCPulse+ calculates this metric from the values of the Total Ready Time and Total Login Time CCPulse+ metrics using this formula: result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Total Ready Time")); var den = (ccpulse.group("Agent Times").statistic("Total Login Time")); return 0 == den ? num : num / den; }</div>					
CALLING TEMPLATE KPI Tenant							

AverHandle

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		DESCRIPTION Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE GroupsView							

AvgAband

STAT TYPE AverAbandCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_ABANDONED		<div>DESCRIPTION</div> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the AverAbandCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</p> <p>Refer to AverAbandCallTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

AvgConsult_[1]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT		DESCRIPTION Refer to AverConsultStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgConsult_[2]

STAT TYPE AverConsultStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_CONSULT		<div>DESCRIPTION</div> <div>Refer to AverConsultStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgConsult_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalConsult and Consult metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Consult ? ccpulse.TimeReport.TotalConsult : Math.round(ccpulse.TimeReport.TotalConsult / ccpulse.CallsReport.Consult));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgConsult_[4]

STAT TYPE AverConsultDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverConsultDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgDistrib

STAT TYPE AverDistribCallTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_DISTRIBUTED		<p>DESCRIPTION</p> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the AverDistribCallTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</p> <p>Refer to AverDistribCallTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

AvgHandle_[1]

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Metric was renamed from AverHandle in the 6.5.001 release of this metric.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, PlaceView							

AvgHandle_[2]

STAT TYPE AverHandleStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>Refer to AverHandleStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Metric was renamed from AverHandle in the 6.5.001 release of this metric.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgHandle_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_HANDLE		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound;</div> <div>var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbound + ccpulse.TimeReport.TotalACW;</div> <div>return 0 == den ? num : Math.round(num /den);</div> <div>}</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgHandle_[4]

STAT TYPE AverHandleDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverHandleDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgHandleWithASM_[1]

STAT TYPE AverHandleStatusTimewith-ASM		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to AverHandleStatusTimewithASM in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE PlaceView							

AvgHandleWithASM_[2]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>CCPulse+ calculates this metric from the values of the TotalInbound, TotalOutbound, TotalACW, Inbound, and Outbound metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { var den = ccpulse.CallsReport.Inbound + ccpulse.CallsReport.Outbound + ccpulse.CallsReport.ASM_Outbound; var num = ccpulse.TimeReport.TotalInbound + ccpulse.TimeReport.TotalOutbound + ccpulse.TimeReport.TotalASM_Outbound + ccpulse.TimeReport.TotalACW; return 0 == den ? num : Math.round(num /den); }</pre>					
CALLING TEMPLATE AgentView, GroupsView							

AvgInbound_[1]

STAT TYPE AverInboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		<div>DESCRIPTION</div> <div>Refer to AverInboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgInbound_[2]

STAT TYPE AverInboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_INBOUND		<div>DESCRIPTION</div> <div>Refer to AverInboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgInbound_[3]

STAT TYPE N/a		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalInbound and Inbound metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Inbound ? ccpulse.TimeReport.TotalInbound : Math.round(ccpulse.TimeReport.TotalInbound / ccpulse.CallsReport.Inbound));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgInbound_[4]

STAT TYPE AverInboundDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverInboundDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

AvgOutbound_[1]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		DESCRIPTION Refer to AverOutboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

AvgOutbound_[2]

STAT TYPE AverOutboundStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION AV_T_OUTBOUND		<div>DESCRIPTION</div> <div>Refer to AverOutboundStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

AvgOutbound_[3]

STAT TYPE N/A		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>CCPulse+ calculates this metric from the values of the TotalOutbound and Outbound metrics using this formula:</div> <div>result.Duration = (0 == ccpulse.CallsReport.Outbound ? ccpulse.TimeReport.TotalOutbound : Math.round(ccpulse.TimeReport.TotalOutbound / ccpulse.CallsReport.Outbound));</div>					
CALLING TEMPLATE AgentView, GroupsView							

AvgOutbound_[4]

STAT TYPE AverOutboundDNActionTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to AverOutboundDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

Busy

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

Call Abandoned Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of inbound calls that were abandoned out of the total number of calls that arrived</p> <p>CCPulse+ calculates this metric from the values of the Total_Abandoned, Total_Distributed, and Total_Cleared CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration();</pre> <pre>function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").Total_Abandoned); var den = (ccpulse.group("Total Calls").Total_Abandoned + ccpulse.group("Total Calls").Total_Distributed + ccpulse.group("Total Calls").Total_Cleared); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Queue							

Call Abandoned Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of inbound calls that were abandoned out of the total number of calls that arrived</div> <div>CCPulse+ calculates this metric from the values of the Total Abandoned, Total Distributed, and Total Cleared CCPulse+ metrics using this formula: result.Long = CalculateDuration();</div> <div><pre>function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").statistic("Total Abandoned")); var den = (ccpulse.group("Total Calls").statistic("Total Abandoned") + ccpulse.group("Total Calls").statistic("Total Distributed") + ccpulse.group("Total Calls").statistic("Total Cleared")); return 0 == den ? num : num / den; }</pre></div>					
CALLING TEMPLATE KPI Tenant							

CallbacksCompleted

STAT TYPE CampCallbacksCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_COMPL		DESCRIPTION Refer to CampCallbacksCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallbacksMissed

STAT TYPE CampCallbacksMissed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_MISSED		DESCRIPTION Refer to CampCallbacksMissed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallbacksScheduled

STAT TYPE CampCallbacksScheduled		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CALLBKS_SCHEDUL		DESCRIPTION Refer to CampCallbacksScheduled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

CallsInConsulting

STAT TYPE CurrNumberConsultStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberConsultStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsInDialing

STAT TYPE CurrNumberDialingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberDialingStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsInRinging

STAT TYPE CurrNumberRingingStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberRingingStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsOnHold

STAT TYPE CurrNumberHoldStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberHoldStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

CallsWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the CurrNumberWaitingCalls stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

CallWaiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Cancel

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

Cleared_[1]

STAT TYPE Total_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CLR		<div>DESCRIPTION</div> <div>The total number of calls that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div>					
CALLING TEMPLATE Voice Queue							

Cleared_[2]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of interactions that were cleared from this queue. The concept of cleared calls applies to only virtual queues. Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for more information.</p> <p>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</p> <pre>CalculateValue(); function CalculateValue() { var num = ccpulse.group("Total Calls").Cleared; var den = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Distributed + ccpulse.group("Total Calls").Cleared; var res = 0 == den ? num : num / den; return 100 * res; }</pre>					
CALLING TEMPLATE Voice Queue							

Coached

STAT TYPE Total_Number_Coached		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_RCV_CCH		DESCRIPTION Of all the values returned by the Total_Number_Coached stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Coached Upon Request

STAT TYPE Total_Number_Coaching_By_Request_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CCH_RQ		DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Request_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Coached Via Intrusion

STAT TYPE Total_Number_Coaching_By_Intrusion_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CCH_INTR		DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Intrusion_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Intrusion_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Coaching Requests

STAT TYPE Total_Number_Interactions_Invited_For_Coaching		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_RQ_CCH		DESCRIPTION Refer to Total_Number_Interactions_Invited_For_Coaching in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Conferenced Via Intrusion

STAT TYPE Total_Number_Of_Joined_To_Conference_By_Intrusion		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_INTR		DESCRIPTION Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Conferences Initiated

STAT TYPE Total_Number_Conferences_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_INIT		<div>DESCRIPTION</div> <div>The total number of conferences that resources initiated for customer interactions received.</div> <div>Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Conferences Joined_[1]

STAT TYPE Total_Number_Conferences_Joined		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_CNF_JOIN		<div>DESCRIPTION</div> <div>The total number of conferences that resources joined to participate in customer interactions.</div> <div>Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Conferences Joined_[2]

STAT TYPE Total_Number_Conferences_Joined		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages that agents joined to participate in customer interactions.</div> <div>Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Consult_[1]

STAT TYPE Total_Calls_Consult		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_CONSULT		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Consult in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Consult^[2]

STAT TYPE TotalNumberConsultCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberConsultCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Consult Made

STAT TYPE Calls_Conconsult_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD		DESCRIPTION The total number of consult voice interactions in which this agent was the initiating party. Of all the values returned by the Calls_Conconsult_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Conconsult_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Consult Taken

STAT TYPE Calls_Conconsult_Taken		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK		DESCRIPTION The total number of consult voice interactions in which this agent was the receiving party. Of all the values returned by the Calls_Conconsult_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Conconsult_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Consultations Initiated

STAT TYPE Calls_Conconsult_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of consult chat interactions in which this agent was the initiating party. Of all the values returned by the Calls_Conconsult_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Conconsult_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

Consultations Joined

STAT TYPE Calls_Consumpt_Taken		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of consult chat interactions in which this agent was the receiving party.</div> <div>Of all the values returned by the Calls_Consumpt_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consumpt_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

Consultation Processing Time

STAT TYPE Total_Consumpt_Talk_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent processing consult chat interactions that this agent received.</div> <div>Of all the values returned by the Total_Consumpt_Talk_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Consumpt_Talk_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

Current

STAT TYPE Current_In_Queue		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The current number of interactions in this queue.</div> <div>Of all the values returned by the Current_In_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

Current Calls Waiting

STAT TYPE CurrNumberWaitingCalls		STATISTICAL GROUP Current		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrNumberWaitingCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current in Queue

STAT TYPE MediaX_Current_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type within this staging area at the moment of measurement. Refer to MediaX_Current_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Current Logged In_[1]

STAT TYPE CurrAgentsLoggedInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsLoggedInQueue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Logged In_[2]

STAT TYPE CurrAgentsLoggedIn		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsLoggedIn in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Not Ready_[1]

STAT TYPE N/A		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of agents who are logged in but are a status other than Ready. CCPulse+ calculates this metric from the values of the Current Logged In and Current Ready CCPulse+ metrics using this formula: (ccpulse.group("Current Agents").statistic("Current Logged In")) - ccpulse.group("Current Agents").statistic("Current Ready")					
CALLING TEMPLATE KPI Queue							

Current Not Ready^[2]

STAT TYPE CurrentNotReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentNotReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current not Ready Ratio

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The percentage of time agents have spent in the NotReady state. CCPulse+ calculates this metric from the value of the Current Ready Ratio CCPulse+ metric using this formula: 100 - (ccpulse.group("Agent Ratios").statistic("Current Ready Ratio"))					
CALLING TEMPLATE KPI Queue							

Current Ready^[1]

STAT TYPE CurrAgentsReadyInQueue		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsReadyInQueue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Ready^[2]

STAT TYPE CurrentReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Current Ready Ratio

STAT TYPE CurrAgentsReadyRatio		STATISTICAL GROUP Agents Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsReadyRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Current Waiting for Processing

STAT TYPE MediaX_Current_Waiting_Pr ocessing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of inter- actions of the media X type that have been submitted to the staging area and that are cur- rently awaiting processing. Refer to MediaX_Current_Waiting_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

CurrMaxWaiting

STAT TYPE CurrMaxCallWaitingTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the CurrMaxCallWaitingTime stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to CurrMaxCallWaitingTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE QueueView							

Deactivated

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

DialMade

STAT TYPE CampDialMade		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DIAL_MADE		DESCRIPTION Refer to CampDialMade in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

DialMode

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

Distribut

STAT TYPE Total_Calls_Distributed		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_DISTRIBUTED		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE.</div> <div>Refer to Total_Calls_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE QueueView							

Distribute

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time to distribute voice interactions from this queue.</div> <div>CCPulse+ calculates this metric from the values of the Time to Distribute and Distributed CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateValue();</div> <div>function CalculateValue()</div> <div>{</div> <div>var num = ccpulse.group("Total Time").statistic("Time to Distribute");</div> <div>var den = ccpulse.group("Total Calls").Distributed;</div> <div>var res = 0 == den ? num : num / den;</div> <div>return res;</div> <div>}</div>					
CALLING TEMPLATE Voice Queue							

Distributed_[1]

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

Distributed_[2]

STAT TYPE N/A		STATISTICAL GROUP Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of voice interactions distributed from this queue.</div> <div>CCPulse+ calculates this metric from the values of the Abandoned, Cleared, and Distributed CCPulse+ metrics using this formula:</div> <div><pre>function CalculateValue() { var num = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Cleared; var den = ccpulse.group("Total Calls").Abandoned + ccpulse.group("Total Calls").Distributed + ccpulse.group("Total Calls").Cleared; var res = 0 == den ? num : num / den; res = 100 * (1 - res); return res; }</pre></div>					
CALLING TEMPLATE Voice Queue							

DNStatus

STAT TYPE CurrentDNState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentDNState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

DoNotCall

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

Dropped

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

Entered_[1]

STAT TYPE Total_Calls_Entered		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_ENTERED		DESCRIPTION Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1 ⁺ , this metric uses the isNotVCB filter instead. Refer to Total_Calls_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

Entered_[2]

STAT TYPE General_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this tenant through all entry points. Refer to General_Email_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Entered_[3]

STAT TYPE Chat_Total_Entered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_ENTR		DESCRIPTION Refer to Chat_Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Entered_[4]

STAT TYPE Total_Entered		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Queue Performance SIP IM							

Entered_[5]

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

Entered_[6]

STAT TYPE IxnQueue_Email_Entered		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_ENTERED		DESCRIPTION The total number of e-mail interactions that entered this queue. Refer to IxnQueue_Email_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

EstimTimeToComplete

STAT TYPE CampEstimatedTimeToComplete		STATISTICAL GROUP CampaignState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1, 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampEstimatedTimeToComplete in the “Stat Server Stat Type Definitions” section for a complete description. Insensitivity changed from 2 to 1 in the 6.5.001 release of this metric in the CampaignView template. Insensitivity remains 2 for the CallingListView template. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View							

EstimTimeToDistrib

STAT TYPE EstimTimeToDistribCall		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 1	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN 7.0
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to EstimTimeToDistribCall in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE QueueView							

ExpectedWaitTime

STAT TYPE ExpectedWaitTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>Of all the values returned by the ExpectedWaitTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ExpectedWaitTime in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead.</p>					
CALLING TEMPLATE QueueView							

FaxModem

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

Forced Off

STAT TYPE Calls_Forced_Off		STATISTICAL GROUP Service Calls		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRCD_OFF		<div>DESCRIPTION</div> <div>The total number of service (inbound and outbound) calls offered to, but not accepted by, this agent. This count includes calls that were automatically forwarded and calls that were abandoned while ringing at the agent’s desktop.</div> <div>Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Forwarded_[1]

STAT TYPE General_Email_Forwarded		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_FORWARD		DESCRIPTION The total number of inbound e-mail interactions that were forwarded within this tenant’s e-mail system. Refer to General_Email_Forwarded in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Forwarded_[2]

STAT TYPE Total_Forwarded		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_FRWD		<div>DESCRIPTION</div> <div>The total number of calls that were distributed from this queue to an agent and then forwarded to another destination by means of redirection or forwarding.</div> <div>Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

GroupState

STAT TYPE CurrentGroupState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentGroupState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to Name (hh:mm:ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE GroupsView							

GroupStatus

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

Handle_[1]

STAT TYPE Chat_Total_Handle_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL_T		<div>DESCRIPTION</div> <div>The total amount of time that any agent within this tenant spent handling chat interactions at his/her desktop.</div> <div>Refer to Chat_Total_Handle_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Handle_[2]

STAT TYPE N/A		STATISTICAL GROUP Average Time		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time that any resource within this tenant spent handling chat interactions at his desktop.</p> <p>CCPulse+ calculates this metric from the values of the Handle and Handled CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration(); function CalculateDuration() { return ccpulse.group("Total Time").Handle / ((ccpulse.group("Total Number").Handled == 0) ? 1 : ccpulse.group("Total Number").Handled); }</pre>					
CALLING TEMPLATE General Chat Handling							

Handled_[1]

STAT TYPE Chat_Total_Inbound_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_GN_HNDL		<div>DESCRIPTION</div> <div>The total number of inbound chat interactions that were handled by this tenant's resources within a specified period.</div> <div>Refer to Chat_Total_Inbound_Handled in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Handled_[2]

STAT TYPE Chat_Current_Handled		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interactions within this tenant's chat system that are at an agent's desktop at the moment of measurement. Refer to Chat_Current_Handled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General Chat Handling							

Handled_[3]

STAT TYPE Calls_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interactions that this agent handled. Of all the values returned by the Calls_Handled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Handled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

Handled_[4]

STAT TYPE Interactions_Processed		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages that this agent handled.</div> <div>Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

HitRatio

STAT TYPE N/A		STATISTICAL GROUP CampaignState		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>Prior to the 7.0.1 release, this metric was based on the CampHitRatio stat type. In 7.0.1, CCPulse+ calculates this metric from the values of the DialMade and Answers CCPulse+ metrics using this formula:</p> <pre>result.Float = (0 == ccpulse.CallsReport.DialMade ? 0 : ((ccpulse.CallsReport.Answers > ccpulse.CallsReport.DialMade) ? 100 : ((ccpulse.CallsReport.Answers * 100) / ccpulse.CallsReport.DialMade)));</pre>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Hold

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that this agent held service (inbound and outbound) calls.</div> <div>CCPulse+ calculates this metric from the values of the Hold Inbound, Hold Outbound, Inbound Hold, and Outbound Hold CCPulse+ metrics using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration()</div> <div>{</div> <div>var num = ccpulse.group("Service Call Total Times").statistic("Hold Inbound")</div> <div>+ ccpulse.group("Service Call Total Times").statistic("Hold Outbound");</div> <div>var den = ccpulse.group("Service Calls").statistic("Inbound Hold")</div> <div>+ ccpulse.group("Service Calls").statistic("Outbound Hold");</div> <div>return 0 == den ? num : num / den;</div> <div>}</div>					
CALLING TEMPLATE Resource Voice Handling							

Hold Inbound

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB_T		DESCRIPTION The total amount of time this agent held inbound calls. Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Hold Outbound

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Service Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time this agent held outbound calls.</div> <div>Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Hold Time Inbound^[1]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Hold Time Inbound^[2]

STAT TYPE Hold_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Hold Time Outbound^[1]

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Hold Time Outbound^[2]

STAT TYPE Hold_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Hold Time Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that this agent held service (inbound and outbound) calls.</p> <p>CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") + ccpulse.group("Agent Times").statistic("Hold Time Outbound")); var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Agent							

Hold Time Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that the agents belonging to this Tenant held service (inbound and outbound) calls.</p> <p>CCPulse+ calculates this metric from the values of the Hold Time Inbound, Hold Time Outbound, Talk Time Inbound, and Talk Time Outbound CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Agent Times").statistic("Hold Time Inbound") + ccpulse.group("Agent Times").statistic("Hold Time Outbound")); var den = (ccpulse.group("Agent Times").statistic("Talk Time Inbound") + ccpulse.group("Agent Times").statistic("Talk Time Outbound")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

In Processing_[1]

STAT TYPE IxnQueue_Email_In_Processing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in this queue at the moment of measurement that are being processed.</div> <div>Refer to IxnQueue_Email_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

In Processing_[2]

STAT TYPE General_Email_In_Processing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in all queues within this tenant that have both been submitted and are in processing at the moment of measurement.</div> <div>Refer to General_Email_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

In Processing_[3]

STAT TYPE Current_Interactions_In_Pro cessing		STATISTICAL GROUP Current		SOLUTION E-mail, Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA chatSession*	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0, 0.00*	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Resource E-mail Handling template: The total number of e-mail interactions at this agent's desktop at the moment of measurement.</div> <div>Resource Chat Handling template: The total number of chat interactions at this agent's desktop at the moment of measurement</div> <div>Of all the values returned by the Current_Interaction_In_Processing stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_Interactions_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The EMAIL_MEDIA filter used with this metric applies when from the Resource E-mail Handling template; the corresponding time-number format is 0 decimal points. In the Resource Chat Handling template, this metric uses the chatSession filter and a time-number format of 2 decimal points.</div>					
CALLING TEMPLATE Resource E-mail Handling, Resource Chat Handling							

In Processing^[4]

STAT TYPE Current_Interactions_In_Processing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages at this agent's desktop at the moment of measurement.</div> <div>Of all the values returned by the Current_Interactions_In_Processing stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_Interactions_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

In Processing^[5]

STAT TYPE Calls_InProcessing		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession*	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions at this agent's desktop at the moment of measurement</div> <div>Of all the values returned by the Call_InProcessing stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_InProcessing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

In Queue

STAT TYPE IxnQueue_Email_In_Queue		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of e-mail interactions in this queue at the moment of measurement. Refer to IxnQueue_Email_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Inbound^[1]

STAT TYPE Total_Calls_Inbound		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_INBOUND		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Inbound^[2]

STAT TYPE TotalNumberInboundCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInboundCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Inbound^[3]

STAT TYPE Total_Inbound_Handled		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_INB		DESCRIPTION The total number of inbound chat interactions handled by this agent. Refer to Total_Inbound_Handled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Inbound^[4]

STAT TYPE Calls_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INB		DESCRIPTION The total number of inbound calls processed by this agent. Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Hold

STAT TYPE Calls_Held_Inbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_INB		DESCRIPTION The total number inbound calls placed on hold by this agent. Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Inbound Terminated

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

Inbound Transferred

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

InboundCalls

STAT TYPE CurrNumberInboundStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInboundStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Internal^[1]

STAT TYPE Total_Calls_Internal		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_INTERNAL		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Internal in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Internal_[2]

STAT TYPE TotalNumberInternalCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberInternalCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Internal_[3]

STAT TYPE General_Email_Internal		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_INTERNAL		DESCRIPTION The total number of internal e-mail interactions created by this tenant's resources. Refer to General_Email_Internal in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Internal Initiated

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

Internal Made_[1]

STAT TYPE Calls_Internal_Made		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD		DESCRIPTION The total number of internal calls in which this agent was the initiating party. Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Internal Made^[2]

STAT TYPE Calls_Internal_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of internal chat sessions initiated by this agent. Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

Internal Processing Time

STAT TYPE Total_Talk_Time_Internal		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:ss: mm	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent processing internal chat sessions.</div> <div>Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Talk_Time_Internal in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

Internal Taken^[1]

STAT TYPE Calls_Internal_Taken		STATISTICAL GROUP Auxiliary Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds		INSENSITIVITY 1	
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A		
HISTORICAL ASSOCIATION VOICE_INT_TK		DESCRIPTION The total number of internal calls in which this agent was not the initiating party. Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the “Stat Server Stat Type Definitions” section for a complete description.							
CALLING TEMPLATE Resource Voice Handling									

Internal Taken^[2]

STAT TYPE Calls_Internal_Taken		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of internal chat sessions this agent received. Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

InternalCalls

STAT TYPE CurrNumberInternalStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberInternalStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Logged In

STAT TYPE CurrAgentsLoggedIn		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrAgentsLoggedIn in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Maximum

STAT TYPE Maximum_Calls		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_MAX		DESCRIPTION The highest number of calls waiting simultaneously in this queue during a given interval. Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Voice Queue							

Maximum Interactions_[1]

STAT TYPE IxnQueue_Email_Maximum		STATISTICAL GROUP Other		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MAX_INT		DESCRIPTION The highest number of e-mail interactions in this queue during the reported time period. Refer to IxnQueue_Email_Maximum in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Maximum Interactions^[2]

STAT TYPE General_Email_Maximum		STATISTICAL GROUP Max/Min		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_MAX_INT		<div>DESCRIPTION</div> <div>The highest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period.</div> <div>Refer to General_Email_Maximum in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Maximum number of Interactions

STAT TYPE MediaX_Maximum_Interactions_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the maximum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Maximum_Interactions_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Minimum

STAT TYPE Minimum_Calls		STATISTICAL GROUP Queue Load		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_MIN		<div>DESCRIPTION</div> <div>The lowest number of calls waiting simultaneously in this queue during a given interval.</div> <div>Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

Minimum Interactions^[1]

STAT TYPE IxnQueue_Email_Minimum		STATISTICAL GROUP Other		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MIN_INT		DESCRIPTION The lowest number of e-mail interactions in this queue during the reported time period. Refer to IxnQueue_Email_Minimum in the Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE E-mail Queue							

Minimum Interactions_[2]

STAT TYPE General_Email_Minimum		STATISTICAL GROUP Max/Min		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_MIN_INT		<div>DESCRIPTION</div> <div>The lowest number of e-mail interactions that were either waiting processing or in processing at this tenant during the requested time period.</div> <div>Refer to General_Email_Minimum in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Minimum number of Interactions

STAT TYPE MediaX_Minimum_Interactions_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the minimum number of interactions of the media X type that were either waiting processing or were in processing within a specific queue during a specific time period. Refer to MediaX_Minimum_Interactions_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Monitored_[1]

STAT TYPE Total_Number_Being_Monitored		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_MNTR		DESCRIPTION Of all the values returned by the Total_Number_Being_Monitored stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Being_Monitored in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Monitored_[2]

STAT TYPE Total_Number_Of_Monitoring_Initiated		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	PRECISION 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_MNTR_INIT		DESCRIPTION Of all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Monitoring_Initiated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Supervisor Chat Handling							

Moved out

STAT TYPE IxnQueue_Email_Moved		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_MOVED_OUT		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were moved from this queue to any other queue.</div> <div>Refer to IxnQueue_Email_Moved in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

NoAnswer

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

NoRPC

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

Not Ready

STAT TYPE CurrentNotReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentNotReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Not Ready Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of time that this agent has spent in the NotReady state.</div> <div>CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula:</div> <div>100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))</div>					
CALLING TEMPLATE KPI Agent							

Not Ready Ratio_[2]

STAT TYPE N/A		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The percentage of time that agents belonging to this Tenant have spent in the NotReady state.</div> <div>CCPulse+ calculates this metric from the values of the Ready Ratio CCPulse+ metric using this formula:</div> <div>100 - (ccpulse.group("Agent Ratios").statistic("Ready Ratio"))</div>					
CALLING TEMPLATE KPI Tenant							

NotReadyForACall

STAT TYPE CurrNumberNotReadySta- tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumber- NotReadyStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Not-submitted

STAT TYPE General_Email_Not_Submitted		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that have not been submitted within this tenant’s e-mail system.</div> <div>Refer to General_Email_Not_Submitted in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Number of Interactions in process

STAT TYPE Current_Interactions_In_Pro cessing		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the current number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Current_Interactions_In_Processing in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Number of interactions in Process

STAT TYPE MediaX_Current_In_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that have been submitted to this staging area and that are currently in processing. Refer to MediaX_Current_In_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Number of interactions that have stopped processing

STAT TYPE MediaX_Stopped_Processing_In_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type stopped processing during a specific time period. Refer to MediaX_Stopped_Processing_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Offered^[1]

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

Offered_[2]

STAT TYPE Interactions_Offered		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of text messages that were offered for processing to this agent. Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SMS							

Oldest Wait Time

STAT TYPE OldestWaitTime		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The longest amount of time that current chat interactions have been waiting in queue. Of all the values returned by the OldestWaitTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to OldestWaitTime in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Queue Performance SIP IM							

Outbound_[1]

STAT TYPE Total_Calls_Outbound		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_OUTBOUND		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Calls_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Outbound_[2]

STAT TYPE TotalNumberOutboundCalls		STATISTICAL GROUP CallsReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNumberOutboundCalls in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE DNView							

Outbound^[3]

STAT TYPE General_Email_Outbound		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_OUTBOUND		DESCRIPTION The total number of outbound e-mail interactions sent by this tenant's resources. Refer to General_Email_Outbound in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Outbound^[4]

STAT TYPE Calls_Outbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_OUT		<div>DESCRIPTION</div> <div>The total number of outbound voice interactions processed by this agent.</div> <div>Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Outbound Hold

STAT TYPE Calls_Held_Outbound		STATISTICAL GROUP Service Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_HLD_OUT		<div>DESCRIPTION</div> <div>The total number of times this agent held outbound calls.</div> <div>Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Outbound Initiated

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

OutboundCalls

STAT TYPE CurrNumberOutboundSta- tuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Internet Contact Solution and Outbound Contact. Refer to CurrNumberOut- boundStatuses in the “Stat Server Stat Type Definitions” section for a complete descrip- tion.					
CALLING TEMPLATE GroupsView							

PerCallBacksCompleted

STAT TYPE CampPersonalCallbacks-Completed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_COMPL		DESCRIPTION Refer to CampPersonalCallbacksCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

PerCallBacksMissed

STAT TYPE CampPersonalCall-backsMissed		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_MISS		DESCRIPTION Refer to CampPersonalCallbacksMissed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

PerCallBacksScheduled

STAT TYPE CampPersonalCallbacksScheduled		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_PER_CALLBK_SCHED		DESCRIPTION Refer to CampPersonalCallbacksScheduled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

PlaceStatus

STAT TYPE CurrentPlaceState		STATISTICAL GROUP CurrentState		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT Name (hh:m m:ss)	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrentPlaceState in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to 2 for ERS and NRS in the 6.5.001 release of this metric. The time-number format for remained at 0 for the 6.5.001 release of this metric for OCS. The time-number format again changed from either 0 or 2 to Name (hh:mm:ss) in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE PlaceView							

Processed

STAT TYPE Interactions_Processed		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PROCESSED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions handled by this agent at his desktop.</div> <div>Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Processing

STAT TYPE Total_Processing_Time		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 10
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_PRC_T		<div>DESCRIPTION</div> <div>The total amount of time that inbound chat interactions spent at this agent's desktop.</div> <div>Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Processing time_[1]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that chat interactions spent at this agent's desktop.</div> <div>CCPulse+ calculates this metric from the values of the Processing and Inbound CCPulse+ metric using this formula:</div> <div>result.Duration = CalculateDuration();</div> <div>function CalculateDuration() { return ccpulse.group("Total Time").Processing / ((ccpulse.group("Total Number").Inbound == 0) ? 1 : ccpulse.group("Total Number").Inbound); }</div>					
CALLING TEMPLATE Resource Chat Handling							

Processing Time_[2]

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_PROC_TIME		<div>DESCRIPTION</div> <div>The total amount of time that e-mail interactions spent at this agent's desktop.</div> <div>Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the "Stat Server Stat Type Definitions" section for a complete description.</div>					
CALLING TEMPLATE Resource E-mail Handling							

Processing Time_[3]

STAT TYPE AverHandleDNActionTime		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that chat interactions spent at this agent’s desktop.</div> <div>Of all the values returned by the AverHandleDNActionTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to AverHandleDNActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

Processing Time^[4]

STAT TYPE Average_Processing_Time		STATISTICAL GROUP Average		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The average amount of time that text messages spent at this agent.</div> <div>Of all the values returned by the Average_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Average_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Processing Time^[5]

STAT TYPE HandleDNAActionTime		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total amount of time that chat interactions spent at this agent’s desktop.</div> <div>Of all the values returned by the HandleDNAActionTime stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to HandleDNAActionTime in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SIP IM							

Processing Time^[6]

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Total Time		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total amount of time that text messages spent at this agent.</div> <div>Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Pulled_[1]

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

Pulled_[2]

STAT TYPE Interactions_Pulled		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of text messages that this agent pulled from any queue. Of all the values returned by the Interactions_Pulled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Pulled in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SMS							

Ready

STAT TYPE CurrentReadyAgents		STATISTICAL GROUP Current Agents		SOLUTION Voice		NOTIFICATION FREQUENCY 2 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CurrentReadyAgents in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Ready Ratio_[1]

STAT TYPE NotReadyAgentsRatio		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to NotReadyAgentsRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Ready Ratio^[2]

STAT TYPE NotReadyAgentsRatio		STATISTICAL GROUP Agent Ratios		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to NotReadyAgentsRatio in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

RecordsCanceled

STAT TYPE CampCancel		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN 6.5.001
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CampCancel in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CampaignView							

RecordsCompleted

STAT TYPE CampRecordsCompleted		STATISTICAL GROUP RecordReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_RECORDS_COMPLETE		DESCRIPTION Refer to CampRecordsCompleted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Redirected

STAT TYPE General_Email_Redirected		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_REDIRECT		DESCRIPTION The total number of inbound e-mail interactions that were re-directed within this tenant's e-mail system. Refer to General_Email_Redirected in the "Stat Server Stat Type Definitions" section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Rejected_[1]

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_REJECTED		DESCRIPTION The total number of e-mail interactions that were offered for processing to this agent and were rejected. Refer to Interactions_Rejected in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource E-mail Handling							

Rejected_[2]

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages that were offered for processing to this agent and were rejected.</div> <div>Of all the values returned by the Interactions_Rejected stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Rejected in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Responded

STAT TYPE General_Email_Responded		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds		INSENSITIVITY 1	
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A		
HISTORICAL ASSOCIATION EMAIL_GEN_RESPOND		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions that were responded to within this tenant's e-mail system.</div> <div>Refer to General_Email_Responded in the "Stat Server Stat Type Definitions" section for a complete description.</div>							
CALLING TEMPLATE General E-mail Handling									

Response Time_[1]

STAT TYPE General_Email_Response_Time		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_RESPTIME		<div>DESCRIPTION</div> <div>The total amount of time that this tenant's resources spent responding to inbound e-mail interactions.</div> <div>Refer to General_Email_Response_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Response Time^[2]

STAT TYPE N/A		STATISTICAL GROUP Average		SOLUTION E-mail		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time between the moment an inbound e-mail interaction entered this tenant and when the first meaningful response was sent.</p> <p>CCPulse+ calculates this metric from the values of the Responded and Response Time CCPulse+ metrics using this formula:</p> <pre>result.duration=CalculateDuration(); function CalculateDuration() { var num=ccpulse.Total.Responded ; var tim=ccpulse.Total.statistic("Response Time") ; return (0 == num) ? tim : tim/num ; }</pre>					
CALLING TEMPLATE General E-mail Handling							

Running

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

Sent To Queue

STAT TYPE Total_Sent_To_Queue		STATISTICAL GROUP Distributed Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_SENT_Q		<div>DESCRIPTION</div> <div>The total number of calls that were distributed from this queue to another (or the same) queue.</div> <div>Of all the values returned by the Total_Sent_To_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Voice Queue							

ServiceFactor

STAT TYPE ServiceFactor1		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER isNotVCB	TIME RANGE See Descrip	TIME RANGE 1 See Descrip	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION SERVICE_FACTOR		<p>DESCRIPTION</p> <p>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1+, this metric uses the isNotVCB filter instead. Of all the values returned by the ServiceFactor1 stat type, the only ones counted for this metric are those where the filter expression is TRUE and those that fall within the specified time ranges.</p> <p>Refer to ServiceFactor1 in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>Prior to release 6.5, the calling CCPulse+ template specified one time range for this metric: Range0-10 defined as 00-10 seconds. In 6.5 and forward releases, this template specifies two Service Factor time ranges:</p> <p>Time Range: ServiceFactorAnsweredThreshold=0-10 (seconds) Time Range 1: ServiceFactorAbandonedThreshold=0-5 (seconds)</p> <p>The time-number format changed from 2 to 0.00 in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

SITDetected

STAT TYPE CampSITDetected		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_DETECTED		<div>DESCRIPTION</div> <div>Refer to CampSITDetected in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITNoCircuit

STAT TYPE CampSITNoCircuit		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_NO_CIRCUIT		DESCRIPTION Refer to CampSITNoCircuit in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITOperIntercept

STAT TYPE CampSITOperIntercept		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_OPER_INTER		DESCRIPTION Refer to CampSITOperIntercept in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITReorder

STAT TYPE CampSITReorder		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_REORDER		DESCRIPTION Refer to CampSITReorder in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITUnknown

STAT TYPE CampSITUnknown		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_UNKNOWN		<div>DESCRIPTION</div> <div>Refer to CampSITUnknown in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

SITVacant

STAT TYPE CampSITVacant		STATISTICAL GROUP CallsReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_SIT_VACANT		DESCRIPTION Refer to CampSITVacant in the “Stat Server Stat Type Definitions” section for a complete description. In the CallingListView and CampCallingListView templates, the statistical group was changed from CaLLReport to CaLLsReport for the 7.0.1 release of this metric.					
CALLING TEMPLATE CallingListView, Campaign-View, CampCallingListView							

Stopped Processing

STAT TYPE IxnQueue_Email_Stopped		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_Q_STOPPED		<div>DESCRIPTION</div> <div>The total number of e-mail interactions for which processing has stopped while in this queue.</div> <div>Refer to IxnQueue_Email_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

SystemError_[1]

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

SystemError_[2]

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

Talk

STAT TYPE N/A		STATISTICAL GROUP Service Call Average Times		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The average amount of time spent by this agent handling service (inbound and outbound) calls.</p> <p>CCPulse+ calculates this metric from the values of the Inbound, Outbound, Talk Inbound, and Talk Outbound CCPulse+ metrics using this formula:</p> <pre>result.Duration = CalculateDuration();</pre> <pre>function CalculateDuration() { var den = ccpulse.group("Service Calls").Inbound + ccpulse.group("Service Calls").Outbound; var num = ccpulse.group("Service Call Total Times").statistic("Talk Inbound") + ccpulse.group("Service Call Total Times").statistic("Talk Outbound"); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE Resource Voice Handling							

Talk Consult Made

STAT TYPE Consult_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_MD_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent on consult voice interactions that he either initiated or accepted.</div> <div>Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Consult Taken

STAT TYPE Consult_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_CNS_TK_T		DESCRIPTION The total amount of time this agent spent handling consult interactions that he accepted. Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Voice Handling							

Talk Inbound

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_INB_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling inbound calls.</div> <div>Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Internal Made

STAT TYPE Internal_Time_Made		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_MD_T		<div>DESCRIPTION</div> <div>The total amount of time this agent spent handling internal calls that he initiated.</div> <div>Of all the values returned by the Internal_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Internal Taken

STAT TYPE Internal_Time_Taken		STATISTICAL GROUP Auxiliary Call Total Times		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_INT_TK_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling internal calls that he accepted.</div> <div>Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Outbound

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Service Calls Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TLK_OUT_T		<div>DESCRIPTION</div> <div>The total amount of time that this agent spent handling outbound calls.</div> <div>Of all the values returned by the Talk_Talk_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Talk Time Inbound^[1]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Talk Time Inbound^[2]

STAT TYPE Talk_Time_Inbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Talk Time Outbound^[1]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Talk Time Outbound^[2]

STAT TYPE Talk_Time_Outbound		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Collector-Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Terminated

STAT TYPE General_Email_Terminated		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TERMINAT		DESCRIPTION The total number of inbound e-mail interactions within this tenant’s e-mail system that were terminated. Refer to General_Email_Terminated in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE General E-mail Handling							

Time to Abandon

STAT TYPE Total_Abandon_Time		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_ABND_T		<div>DESCRIPTION</div> <p>The total amount of time that abandoned voice interactions spent in this queue before they were abandoned.</p> <p>In release 7.0, this metric relied on the Total_Time_To_Abandon stat type. In release 7.1, however, this stat type's name was changed to Total_Abandon_Time to avoid confusing it with the similar, but different Total_Time_To_Abandon stat type which is used for some metrics provided by the Outbound Contact Solution. Refer to Total_Abandon_Time in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Time to Distribute

STAT TYPE Total_Distribute_Time		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_DSTR_T		<div>DESCRIPTION</div> <p>The total amount of time that distributed voice interactions spent in this queue before they were distributed.</p> <p>In release 7.0, this metric relied on the Total_Time_To_Distribute stat type. In release 7.1, this stat type's name was changed to Total_Distribute_Time. Refer to Total_Distribute_Time in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Voice Queue							

Timed Out_[1]

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER EMAIL_MEDIA	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_TIMED_OUT		<div>DESCRIPTION</div> <p>The total number of e-mail interactions that this agent accepted, pulled, or created and were then subsequently revoked because of prolonged non-activity.</p> <p>Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Resource E-mail Handling							

Timed Out_[2]

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text messages that this agent accepted, pulled, or created and were then subsequently revoked because of prolonged non-activity.</div> <div>Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

TimeToAbandon

STAT TYPE Total_Time_to_Abandon		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ABANDONED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

TimeToAnswer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ANSWERED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

TimeToDistrib

STAT TYPE Total_Time_to_Distribute		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER isNotVCB	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5.001	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_DISTRIBUTED		<div>DESCRIPTION</div> <p>The NoVCB filter was first applied to the 7.0 version of this metric. In release 7.1⁺, this metric uses the isNotVCB filter instead.</p> <p>Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the “Stat Server Stat Type Definitions” section for a complete description.</p> <p>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</p>					
CALLING TEMPLATE QueueView							

Total Abandoned

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Accepted

STAT TYPE Interactions_Accepted		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were offered for processing to an agent, a place, or group thereof and that were accepted during a specific time period. Refer to Interactions_Accepted in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Answered_[1]

STAT TYPE CallsAnswered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CallsAnswered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Answered_[2]

STAT TYPE Total_Calls_Answered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Calls_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Cleared

STAT TYPE N_Calls_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to N_Calls_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Distributed

STAT TYPE N_Calls_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to N_Calls_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Entered_[1]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to VoiceTotalEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Entered_[2]

STAT TYPE VoiceTotalEntered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to VoiceTotalEntered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Entered^[3]

STAT TYPE MediaX_Total_Entered_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that entered a staging area during a specific time period. Refer to MediaX_Total_Entered_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Total Finished Processing

STAT TYPE Interactions_Processed		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 7.2 for Open Media, this metric represents the total number of interactions of the media X type that were handled by an agent, a place, or a group thereof during a specific time period. Refer to Interactions_Processed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Login Time^[1]

STAT TYPE Total_Login_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total time that agents were logged in. Refer to Total_Login_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent, KPI Tenant							

Total Login Time^[2]

STAT TYPE AgentLoginTime		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total time that agents were logged in to a particular queue.					
CALLING TEMPLATE KPI Queue							

Total Moved

STAT TYPE MediaX_Total_Moved_From_Queue		STATISTICAL GROUP Media X Queue		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of interactions of the media X type that were moved from a particular staging area to any other staging area during a specific time period. Refer to MediaX_Total_Moved_From_Queue in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Queue Template							

Total Offered

STAT TYPE Interactions_Offered		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of interactions of the media X type that were offered for processing to an agent, a place, or a group thereof during a specific time period. Refer to Interactions_Offered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Processing Time

STAT TYPE Interactions_Processing_Time		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total amount of time that an agent, a place, or a group thereof spent handling interactions of the media X type during a specific time period. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Ready Time_[1]

STAT TYPE Total_Ready_Time		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Ready_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent, KPI Tenant							

Total Ready Time_[2]

STAT TYPE AgentReadyTime		STATISTICAL GROUP Agent Times		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to AgentReadyTime in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Rejected

STAT TYPE Interactions_Rejected		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of interactions of the media X type that were offered for processing to this resource and that were rejected during the specified period. Refer to Interactions_Rejected in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Released_[1]

STAT TYPE CallsReleased		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to CallsReleased in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Released_[2]

STAT TYPE N_Released		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to N_Released in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Terminated

STAT TYPE Inbound_Interactions_Stopped		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of inbound interactions of the media X type that were terminated by an agent, a place, or a group thereof during a specific time period. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Time To Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Timed Out

STAT TYPE Interactions_Timed_Out		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of interactions of the media X type that were accepted, pulled, or created, and subsequently revoked by an agent, a place, or a group thereof because of prolonged non-activity during a specific time period. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total Transferred_[1]

STAT TYPE Transfers_Made		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Agent							

Total Transferred^[2]

STAT TYPE Transfers_Made		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Tenant							

Total Transfers

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Media X Resource		SOLUTION Open Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER Media_X	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of transfers that were made with regard to interactions of the media X type by an agent, a place, or a group thereof during a specific time period. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Media X Resource Template							

Total_Abandoned

STAT TYPE Total_Abandoned		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Abandoned in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Answered

STAT TYPE Total_Answered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Answered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Cleared

STAT TYPE Total_Cleared		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Cleared in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Distributed

STAT TYPE Total_Distributed		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Distributed in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Entered

STAT TYPE Total_Entered		STATISTICAL GROUP Total Calls		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Entered in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

Total_Time_to_Answer

STAT TYPE Total_Time_to_Answer		STATISTICAL GROUP Total Time		SOLUTION Voice		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 10
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE KPI Queue							

TotalACW_[1]

STAT TYPE Total_Work_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WORK		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Work_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalACW_[2]

STAT TYPE TotalAfterCallWorkDNStatus-Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalAfterCallWorkDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

TotalASM_Outbound

STAT TYPE Total_Talk_Time_ASM_Outbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_ASM_OUTBOUND		<div>DESCRIPTION</div> <div>Refer to Total_Talk_Time_ASM_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>Note: The historical association does not apply when this metric is assigned to a group of places—it does apply, however, when assigned to a group of agents.</div>					
CALLING TEMPLATE GroupsView							

TotalCallsOnHold

STAT TYPE Total_Number_on_Hold		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_HOLD		DESCRIPTION Refer to Total_Number_on_Hold in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

TotalConsult

STAT TYPE Total_Consum_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_CONSUMT		DESCRIPTION Refer to Total_Consum_Talk_Time in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalInbound

STAT TYPE Total_Talk_Time_Inbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_INBOUND		DESCRIPTION Refer to Total_Talk_Time_Inbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalLogin

STAT TYPE Total_Login_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_LOGIN		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Login_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, PlaceView							

TotalNR_[1]

STAT TYPE Total_Not_Ready_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_NOT_READY		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Not_Ready_Time in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalNR_[2]

STAT TYPE TotalNotReadyDNStatusTime		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalNotReadyDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description. The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.					
CALLING TEMPLATE DNView							

TotalOutbound

STAT TYPE Total_Talk_Time_Outbound		STATISTICAL GROUP TimeReport		SOLUTION Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0.1	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_OUTBOUND		DESCRIPTION Refer to Total_Talk_Time_Outbound in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE AgentView, GroupsView							

TotalTalk_[1]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_TALK		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to Total_Talk_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

TotalTalk_[2]

STAT TYPE Total_Talk_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to TotalTalkDNStatusTime in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE DNView							

TotalWait

STAT TYPE Total_Wait_Time		STATISTICAL GROUP TimeReport		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 10
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION T_WAIT		<div>DESCRIPTION</div> <div>Refer to Total_Wait_Time in the “Stat Server Stat Type Definitions” section for a complete description.</div> <div>The time-number format changed from 0 to hh:mm:ss in the 7.0.1 release of this metric.</div>					
CALLING TEMPLATE AgentView, GroupsView, PlaceView							

Transfer Ratio_[1]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that this agent has spent in the NotReady state.</p> <p>CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred")); var den = (ccpulse.group("Total Calls").statistic("Total Entered")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Agent							

Transfer Ratio^[2]

STAT TYPE N/A		STATISTICAL GROUP Call Handling		SOLUTION Voice		NOTIFICATION FREQUENCY N/A	INSENSITIVITY N/A
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 7.2	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <p>The percentage of time that agents belonging to this Tenant have spent in the NotReady state.</p> <p>CCPulse+ calculates this metric from the values of the Total Transferred and Total Entered CCPulse+ metrics using this formula:</p> <pre>result.Long = CalculateDuration(); function CalculateDuration() { var num = 100 * (ccpulse.group("Total Calls").statistic("Total Transferred")); var den = (ccpulse.group("Total Calls").statistic("Total Entered")); return 0 == den ? num : num / den; }</pre>					
CALLING TEMPLATE KPI Tenant							

Transfers^[1]

STAT TYPE General_Email_Transfers		STATISTICAL GROUP Total		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION EMAIL_GEN_TRANSFER		<div>DESCRIPTION</div> <div>The total number of transfers made with respect to inbound e-mail interactions within this tenant’s e-mail system.</div> <div>Refer to General_Email_Transfers in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

Transfers^[2]

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

Transfers Made_[1]

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_MD		<div>DESCRIPTION</div> <div>The total number of chat interaction transfers made by this agent.</div> <div>Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Chat Handling							

Transfers Made_[2]

STAT TYPE Total_Number_Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of text message transfers made by this agent.</div> <div>Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Agent Performance SMS							

Transfers Made_[3]

STAT TYPE Transfers_Made		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interaction that this agent transferred. Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

Transfers Made_[4]

STAT TYPE Transfers_Made		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_MD		<div>DESCRIPTION</div> <div>The total number of voice interaction transfers made by this agent.</div> <div>Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Resource Voice Handling							

Transfers Taken_[1]

STAT TYPE Total_Number_Transfers_Taken		STATISTICAL GROUP Total Number		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION CHAT_TRF_TK		DESCRIPTION The total number of chat interaction transfers taken by this agent. Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Resource Chat Handling							

Transfers Taken_[2]

STAT TYPE Total_Number_Transfers_Taken		STATISTICAL GROUP Total Number		SOLUTION E-mail		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER SMS_Media	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of text message transfers taken by this agent. Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SMS							

Transfers Taken_[3]

STAT TYPE Transfers_Taken		STATISTICAL GROUP Transfers		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The total number of chat interaction this agent transferred. Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE Agent Performance SIP IM							

Transfers Taken_[4]

STAT TYPE Transfers_Taken		STATISTICAL GROUP Transfers		SOLUTION Voice		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER VoiceCall	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION VOICE_TFR_TK		<div>DESCRIPTION</div> <p>The total number of voice interaction transfers accepted by this agent.</p> <p>Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.</p>					
CALLING TEMPLATE Resource Voice Handling							

TransfersMade

STAT TYPE Total_Number_of_Transfers_Made		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRANSFERS_MADE		DESCRIPTION Refer to Total_Number_of_Transfers_Made in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

TransfersTaken

STAT TYPE Total_Number_of_Transfers_Taken		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT 0	INTRODUCED IN 6.5	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N_TRANSFERS_TAKEN		DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

Wait Time_[1]

STAT TYPE AverDistribCallTime		STATISTICAL GROUP Average		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION The average amount of that chat interactions waited in this queue before they were distrib- uted. Refer to the AverDistribCallTime stat type for more information.					
CALLING TEMPLATE Queue Performance SIP IM							

Wait Time_[2]

STAT TYPE Total_Time_to_Distribute		STATISTICAL GROUP Total Time		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE Growing	TIME PROFILE Default	FORMAT hh:m m:ss	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total amount of time that chat interactions waited in this queue before they were distributed.</div> <div>Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to the Total_Time_to_Distribute stat type for more information.</div>					
CALLING TEMPLATE Queue Performance SIP IM							

Waiting_[1]

STAT TYPE Chat_Current_Waiting		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 2
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0.00	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The current number of chat interactions within this tenant's entire chat system that have been submitted for processing excluding those that are currently being processed.</div> <div>Refer to Chat_Current_Waiting in the "Stat Server Stat Type Definitions" section for a complete description.</div>					
CALLING TEMPLATE General Chat Handling							

Waiting_[2]

STAT TYPE Current_In_Queue		STATISTICAL GROUP Current		SOLUTION Web Media		NOTIFICATION FREQUENCY 60 seconds	INSENSITIVITY 1
FILTER chatSession	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT N/A	INTRODUCED IN 8.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The current number of chat interactions within this queue that have been submitted for processing.</div> <div>Of all the values returned by the Current_In_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Current_In_Queue in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE Queue Performance SIP IM							

Waiting Processing_[1]

STAT TYPE IxnQueue_Email_Waiting_Pr ocessing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in this queue at the moment of measurement that are waiting to be processed.</div> <div>Refer to IxnQueue_Email_Waiting_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE E-mail Queue							

Waiting Processing_[2]

STAT TYPE General_Email_Waiting_Pro cessing		STATISTICAL GROUP Current		SOLUTION E-mail		NOTIFICATION FREQUENCY 10 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 7.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		<div>DESCRIPTION</div> <div>The total number of submitted interactions that are awaiting processing within this tenant’s e-mail system at the moment of measurement.</div> <div>Refer to General_Email_Waiting_Processing in the “Stat Server Stat Type Definitions” section for a complete description.</div>					
CALLING TEMPLATE General E-mail Handling							

WaitingAgent

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

WaitingAgents

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

WaitingForACall

STAT TYPE CurrNumberWaitStatuses		STATISTICAL GROUP Performance		SOLUTION Enterprise Routing, Outbound Contact		NOTIFICATION FREQUENCY 30 seconds	INSENSITIVITY 1
FILTER N/A	TIME RANGE N/A	TIME RANGE 1 N/A	INTERVAL TYPE N/A	TIME PROFILE N/A	FORMAT 0	INTRODUCED IN 5.1, 6.0	DISCONTINUED IN N/A
HISTORICAL ASSOCIATION N/A		DESCRIPTION Introduced in release 5.1 for Enterprise Routing and Network Routing. Introduced in release 6.0 for Outbound Contact. Refer to CurrNumberWaitStatuses in the “Stat Server Stat Type Definitions” section for a complete description.					
CALLING TEMPLATE GroupsView							

WaitingPort_[1]

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

WaitingPort_[2]

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

WaitingRecords

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

WaitinRecords

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



Chapter

9

Historical Reporting Metrics–Sourced from Stat Server

The historical metrics described in this chapter are defined by the stat types on which they are based. In some instances, parameters have been applied to further restrict the metric's value. Historical Reporting parameters fall into one of three categories: time ranges, time profiles, and filters. “Statistical Parameters” on [page 369](#) describes the parameters used within the various ODS layout templates.

This chapter includes the following sections:

- “Composition of an Historical Metric” on [page 213](#)
- “Listing of Historical Metrics” on [page 214](#)
- “The Historical Metrics” on [page 216](#)

Composition of an Historical Metric

A metric is comprised of a stat type, time profile, time range, and filter as illustrated in [Figure 12](#). Elements that are not mandatory are enclosed in broken lines. Refer to “The Statistical Model” in the *Overview* book of the *Reporting Technical Reference* series for a detailed description of a metric.

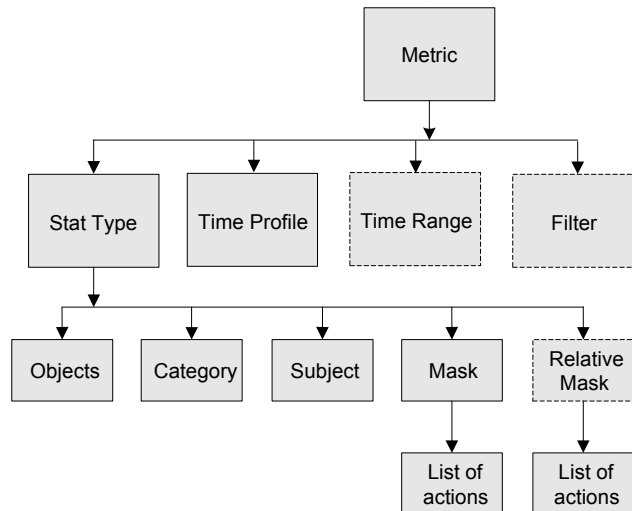


Figure 12: Elements of a Metric

Listing of Historical Metrics

This section addresses the following column names:

CHAT_CCH_INTR	EMAIL_GEN_TERMINAT	N_CALLBKS_SCHEDUL	N_SIT_REORDER
CHAT_CCH_RQ	EMAIL_GEN_TRANSFER	N_CANCEL	N_SIT_UNKNOWN
CHAT_CNF_INIT	EMAIL_INB_TERM	N_CONFERENCES	N_SIT_VACANT
CHAT_CNF_INTR	EMAIL_INB_TRANS	N_CONSULT	N_TALK
CHAT_CNF_JOIN	EMAIL_INT_INI	N_DIAL_DROPPED	N_TRANSFERS_MADE
CHAT_GN_ABND	EMAIL_OFFERED	N_DIAL_MADE	N_TRANSFERS_TAKEN
CHAT_GN_ANSW	EMAIL_OUT_INI	N_DIALING	N_UNKNOWN
CHAT_GN_ANSW_T	EMAIL_PROC_TIME	N_DISTRIB_IN_TR	N_WAIT
CHAT_GN_ENTR	EMAIL_PROCESSED	N_DISTRIBUTED	N_WORK
CHAT_GN_HNDL	EMAIL_PULLED	N_DO_NOT_CALL	T_ABANDONED
CHAT_GN_HNDL_T	EMAIL_Q_ENTERED	N_ENTERED	T_ACTIVAT_DURATION
CHAT_GN_TRF	EMAIL_Q_MAX_INT	N_ENTRD	T_ANSWERED
CHAT_INB	EMAIL_Q_MIN_INT	N_FAXMODEM_DETECT	T_ASM_ENGAGE
CHAT_MNTR	EMAIL_Q_MOVED_OUT	N_HOLD	T_ASM_OUTBOUND
CHAT_MNTR_INIT	EMAIL_Q_STOPPED	N_INBOUND	T_CONSULT
CHAT_PRC_T	EMAIL_REJECTED	N_INTERNAL	T_DEACTIV_DURATION
CHAT_RCV_CCH	EMAIL_TIMED_OUT	N_NO_ANSWER	T_DIALING
CHAT_RQ_CCH	MAX_T_ABANDONED	N_NO_RPC	T_DISTRIBUTED
CHAT_TRF_MD	MAX_T_ANSWERED	N_NOT_READY	T_HOLD
CHAT_TRF_TK	N_ABANDONED*	N_OUTBOUND	T_INBOUND T_INTERNAL
EMAIL_ACCEPTED	N_ABANDONED_IN_TR	N_PER_CALLBK_COMPL	T_LOGIN
EMAIL_GEN_ENTERED	N_ANSW_MACHINE	N_PER_CALLBK_MISS	T_NOT_READY
EMAIL_GEN_FORWARD	N_ANSWERED	N_PER_CALLBK_SCHED	T_OUTBOUND
EMAIL_GEN_INTERNAL	N_ANSWERS	N_RECORDS_COMPLETE	T_READY
EMAIL_GEN_MAX_INT	N_ANSWRD	N_RINGING	T_RINGING
EMAIL_GEN_MIN_INT	N_ASM_ENGAGE	N_RLSD	T_RUNNING_DURATION
EMAIL_GEN_OUTBOUND	N_ASM_OUTBOUND	N_SIT_DETECTED	T_SYSError_DURATION
EMAIL_GEN_REDIRECT	N_BUSY	N_SIT_INVALID_NUM	T_TALK
EMAIL_GEN_REDIRECT	N_CALLBKS_COMPL	N_SIT_NO_CIRCUIT	T_UNKNOWN
EMAIL_GEN_RESPOND	N_CALLBKS_MISSED	N_SIT_OPER_INTER	T_WAIT

T_WAIT_AGENT_DURAT	VOICE_ANSW	VOICE_FRCD_OFF	VOICE_INT_TK_T
T_WAIT_PORT_DURAT	VOICE_ANSW_T	VOICE_FRWD	VOICE_MAX
T_WAIT_RECORD_DURA	VOICE_CLR	VOICE_HLD_INB	VOICE_MIN
T_WORK	VOICE_CNS_MD	VOICE_HLD_INB_T	VOICE_OUT
VOICE_ABND	VOICE_CNS_MD_T	VOICE_HLD_OUT	VOICE_RLSD
VOICE_ABND_T	VOICE_CNS_TK	VOICE_HLD_OUT_T	VOICE_SENT_Q
VOICE_ABND_WR	VOICE_CNS_TK_T	VOICE_INB	VOICE_TFR_MD
VOICE_ACW_AUX_T	VOICE_DSTR	VOICE_INT_MD	VOICE_TFR_TK
VOICE_ACW_INB_T	VOICE_DSTR_T	VOICE_INT_MD_T	VOICE_TLK_INB_T
VOICE_ACW_OUT_T	VOICE_ENTR	VOICE_INT_TK	VOICE_TLK_OUT_T

Descriptions of Form Labels

Form Title	The name of the Stat Server metric.
Stat Type Name	The name of the stat type on which this metric is based. See Chapter 2 for an in-depth discussion of stat types.
Introduced In	Identifies the GA release in which this metric was first introduced. All metrics are Available in the current release.
Solution	One or more of the following: <ul style="list-style-type: none"> E-mail Enterprise Routing Outbound Contact Voice Web Media
Description	Provides a hyperlink to the “Stat Server Stat Type Definitions” on page 251 chapter where the stat type on which this metric is based is fully described.
Parameter	<p>Either N/A (for not applicable) or one of the following filters:</p> <ul style="list-style-type: none"> ChatSession EMAIL_MEDIA IsNotVCB NoVCB SMS_MEDIA VoiceCall <p>and/or time ranges:</p> <ul style="list-style-type: none"> EWT_ANNOUNCE_TR ServiceLevel ServiceFactorAbandonedThreshold ServiceFactorAnsweredThreshold <p>With the introduction of the Voice Callback (VCB) channel of the Enterprise Routing solution in release 7.0, the NoVCB filter was created and applied to most mediation DN-related metrics for the Enterprise Routing (ERS) and Outbound Contact (OCS) solutions. This filter prevented user-selection of callback functionality where VCB was also deployed in their environment from affecting ERS and OCS metrics. (A mediation DN includes queue, routing points, and groups of queues, workbins, and interaction queues.) In release 7.1, the NoVCB filter was replaced throughout with the <code>isNotVCB</code> filter. In Release 8.0, support for the VCB channel is discontinued; metrics previously updated to exclude VCB interactions, however, continue to use the NoVCB filter.</p>
Used by the Following ODS Layout Templates	Lists the ODS layout templates that contain this metric. Template names changed between the releases. The value in this field refers to the name of the template in the latest release of Historical Reporting.

The Historical Metrics

CHAT_CCH_INTR

STAT TYPE NAME Total_Number_Coaching_By_Intrusion_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Refer to Total_Number_Coaching_By_Intrusion_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CCH_RQ

STAT TYPE NAME Total_Number_Coaching_By_Request_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Coaching_By_Request_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coaching_By_Request_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CNF_INIT

STAT TYPE NAME Total_Number_Conferences_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Conferences_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Initiated in the “Stat Server Stat Types” section for a complete description.			

CHAT_CNF_INTR

STAT TYPE NAME Total_Number_Of_Joined_To_Conference_By_Intrusion	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Of_Joined_To_Conference_By_Intrusion stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Joined_To_Conference_By_Intrusion in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_CNF_JOIN

STAT TYPE NAME Total_Number_Conferences_Joined	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Conferences_Joined stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Conferences_Joined in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ABND

STAT TYPE NAME Chat_Total_Abandoned	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Abandoned in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ANSW

STAT TYPE NAME Chat_Total_Answered	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Answered in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ANSW_T

STAT TYPE NAME Chat_Total_Answer_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Answer_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_ENTR

STAT TYPE NAME Chat_Total_Entered	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Entered in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_HNDL

STAT TYPE NAME Chat_Total_Inbound_Handled	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Inbound_Handled in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_HNDL_T

STAT TYPE NAME Chat_Total_Handle_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Handle_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_GN_TRF

STAT TYPE NAME Chat_Total_Transfers	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_GH			
DESCRIPTION Refer to Chat_Total_Transfers in the “Stat Server Stat Types” section for a complete description.			

CHAT_INB

STAT TYPE NAME Total_Inbound_Handled	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Inbound_Handled stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Inbound_Handled in the “Stat Server Stat Types” section for a complete description.			

CHAT_MNTR

STAT TYPE NAME Total_Number_Being_Monitored	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Being_Monitored stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Being_Monitored in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_MNTR_INIT

STAT TYPE NAME Total_Number_Of_Monitoring_Initiated	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Of_Monitoring_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Of_Monitoring_Initiated in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_PRC_T

STAT TYPE NAME Total_Processing_Time	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Processing_Time in the “Stat Server Stat Types” section for a complete description.			

CHAT_RCV_CCH

STAT TYPE NAME Total_Number_Coached	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Coached stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Coached in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_RQ_CCH

STAT TYPE NAME Total_Number_Interactions_Invited_For_Coaching	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Interactions_Invited_For_Coaching stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Interactions_Invited_For_Coaching in the “Stat Server Stat Types” section for a complete description. Note: This metric is reserved for future use.			

CHAT_TRF_MD

STAT TYPE NAME Total_Number_Transfers_Made	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Made in the “Stat Server Stat Types” section for a complete description.			

CHAT_TRF_TK

STAT TYPE NAME Total_Number_Transfers_Taken	SOLUTION Web Media	INTRODUCED IN 7.0	PARAMETER Filter: chatSession
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CHAT_A CHAT_GA CHAT_GP CHAT_P			
DESCRIPTION Of all the values returned by the Total_Number_Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Number_Transfers_Taken in the “Stat Server Stat Types” section for a complete description.			

EMAIL_ACCEPTED

STAT TYPE NAME Interactions_Accepted	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Accepted stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Accepted in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_ENTERED

STAT TYPE NAME General_Email_Entered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Entered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_FORWARD

STAT TYPE NAME General_Email_Forwarded	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Forwarded in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_INTERNAL

STAT TYPE NAME General_Email_Internal	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Internal in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_MAX_INT

STAT TYPE NAME General_Email_Maximum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_GEN_MIN_INT

STAT TYPE NAME General_Email_Minimum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_GEN_OUTBOUND

STAT TYPE NAME General_Email_Outbound	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Outbound in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_REDIRECT

STAT TYPE NAME General_Email_Redirected	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Redirected in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_RESPOND

STAT TYPE NAME General_Email_Responded	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Responded in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_RESPTIME

STAT TYPE NAME General_Email_Response_Time	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Response_Time in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_TERMINAT

STAT TYPE NAME General_Email_Terminated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Terminated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_GEN_TRANSFER

STAT TYPE NAME General_Email_Transfers	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_TEN			
DESCRIPTION Refer to General_Email_Transfers in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INB_TERM

STAT TYPE NAME Inbound_Interactions_Stopped	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Inbound_Interactions_Stopped stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Interactions_Stopped in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INB_TRANS

STAT TYPE NAME Inbound_Transfers_Made	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Inbound_Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Inbound_Transfers_Made in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_INT_INI

STAT TYPE NAME Internal_Interactions_Initiated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Internal_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Interactions_Initiated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_OFFERED

STAT TYPE NAME Interactions_Offered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Offered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Offered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_OUT_INI

STAT TYPE NAME Outbound_Interactions_Initiated	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Outbound_Interactions_Initiated stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Outbound_Interactions_Initiated in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PROC_TIME

STAT TYPE NAME Interactions_Processing_Time	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Processing_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processing_Time in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PROCESSED

STAT TYPE NAME Interactions_Processed	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Processed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Processed in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_PULLED

STAT TYPE NAME Interactions_Pulled	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Refer to Interactions_Pulled in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_ENTERED

STAT TYPE NAME IxnQueue_Email_Entered	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Entered in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_MAX_INT

STAT TYPE NAME IxnQueue_Email_Maximum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Maximum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_Q_MIN_INT

STAT TYPE NAME IxnQueue_Email_Minimum	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Minimum in the “Stat Server Stat Type Definition” section for a complete description.			

EMAIL_Q_MOVED_OUT

STAT TYPE NAME IxnQueue_Email_Moved	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Moved in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_Q_STOPPED

STAT TYPE NAME IxnQueue_Email_Stopped	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_IQ			
DESCRIPTION Refer to IxnQueue_Email_Stopped in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_REJECTED

STAT TYPE NAME Interactions_Rejected	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Rejected stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Rejected in the “Stat Server Stat Type Definition” section for a description of this stat type.			

EMAIL_TIMED_OUT

STAT TYPE NAME Interactions_Timed_Out	SOLUTION E-mail	INTRODUCED IN 7.0	PARAMETER Filter: EMAIL_MEDIA
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES EMAIL_AG EMAIL_GAG EMAIL_GPL EMAIL_PL			
DESCRIPTION Of all the values returned by the Interactions_Timed_Out stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Interactions_Timed_Out in the “Stat Server Stat Type Definition” section for a complete description.			

MAX_T_ABANDONED

STAT TYPE NAME Max_Time_to_Abandon	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Max_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1⁺, the isNotVCB filter replaces the NoVCB filter.</p>			

MAX_T_ANSWERED

STAT TYPE NAME Max_Time_to_Answer	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Max_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Max_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1⁺, the isNotVCB filter replaces the NoVCB filter.</p>			

N_ABANDONED_[1]

STAT TYPE NAME Total_Calls_Abandoned	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
<p>DESCRIPTION</p> <p>Of all the values returned by the Total_Calls_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Abandoned in the “Stat Server Stat Type Definition” section for a complete description.</p> <p>The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1⁺, the isNotVCB filter replaces the NoVCB filter.</p>			

N_ABANDONED_[2]

STAT TYPE NAME CampAbandoned	SOLUTION Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
<p>DESCRIPTION</p> <p>Refer to CampAbandoned in the “Stat Server Stat Type Definition” section for a complete description.</p>			

N_ABANDONED_IN_TR

STAT TYPE NAME Total_Short_Abandoned_Calls	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER TR: ServiceFactorA-abandonedThreshold Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION The only calls counted for this metric are those that were abandoned within 5 seconds and those where the filter expression is TRUE. Refer to Total_Short_Abandoned_Calls in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

N_ANSW_MACHINE

STAT TYPE NAME CampAnsweringMachine	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampAnsweringMachine in the “Stat Server Stat Type Definition” section for a complete description.			

N_ANSWERED

STAT TYPE NAME Total_Calls_Answered	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Calls_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Answered in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

N_ANSWERS

STAT TYPE NAME CampAnswers	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampAnswers in the “Stat Server Stat Type Definition” section for a complete description.			

N_ANSWRD

STAT TYPE NAME CallsAnswered	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
DESCRIPTION Of all the values returned by the CallsAnswered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsAnswered in the “Stat Server Stat Type Definition” section for a complete description.			

N_ASM_ENGAGE

STAT TYPE NAME Total_Calls_ASM_Received	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Calls_ASM_Received in the “Stat Server Stat Type Definition” section for a complete description.			

N_ASM_OUTBOUND

STAT TYPE NAME Total_Calls_ASM_Outbound	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Calls_ASM_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_BUSY

STAT TYPE NAME CampBusy	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampBusy in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_COMPL

STAT TYPE NAME CampCallbacksCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_MISSED

STAT TYPE NAME CampCallbacksMissed	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksMissed in the “Stat Server Stat Type Definition” section for a complete description.			

N_CALLBKS_SCHEDULED

STAT TYPE NAME CampCallbacksScheduled	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCallbacksScheduled in the “Stat Server Stat Type Definition” section for a complete description.			

N_CANCEL

STAT TYPE NAME CampCancel	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampCancel in the “Stat Server Stat Type Definition” section for a complete description.			

N_CONFERENCES

STAT TYPE NAME Total_Number_of_Conferences	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Conferences in the “Stat Server Stat Type Definition” section for a complete description.			

N_CONSULT

STAT TYPE NAME Total_Calls_Consult	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Consult in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIAL_DROPPED

STAT TYPE NAME CampDropped	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampDropped in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIAL_MADE

STAT TYPE NAME CampDialMade	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampDialMade in the “Stat Server Stat Type Definition” section for a complete description.			

N_DIALING

STAT TYPE NAME Total_Dialing_Number	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Dialing_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_DISTRIB_IN_TR

STAT TYPE NAME Total_Calls_Distributed_In_Threshold or Total_Calls_Answered_In_Threshold	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER TR: ServiceFactorAn- sweredThreshold Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by either stat type, the only ones counted for this metric are those distributed within ten seconds and those where the filter expression is TRUE. Refer to Total_Calls_Distributed_In_Threshold (for 6.1 and prior) or Total_Calls_Answered_In_Threshold (for 6.5 and subsequent) in the “Stat Server Stat Type Definition” section for a description of either stat type. The stat type definition for this metric changed in 6.5 to better align service factor values returned with those returned by Real-Time Reporting. This metric is used only for the calculation of service factor in queue and route-point reports. If you have installed 6.5 reports, this metric returns the total calls answered in threshold from queues and route points—not the total calls distributed in threshold as is implied by the metric’s name (N_DISTRIB_IN_TR). The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

N_DISTRIBUTED

STAT TYPE NAME Total_Calls_Distributed	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Calls_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Distributed in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

N_DO_NOT_CALL

STAT TYPE NAME CampDoNotCall	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampDoNotCall in the “Stat Server Stat Type Definition” section for a complete description.			

N_ENTERED

STAT TYPE NAME Total_Calls_Entered	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Calls_Entered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Calls_Entered in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

N_ENTRD

STAT TYPE NAME VoiceTotalEntered	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
DESCRIPTION Of all the values returned by the VoiceTotalEntered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to VoiceTotalEntered in the “Stat Server Stat Type Definition” section for a complete description.			

N_FAXMODEM_DETECT

STAT TYPE NAME CampFaxModem	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampFaxModem in the “Stat Server Stat Type Definition” section for a complete description.			

N_HOLD

STAT TYPE NAME Total_Number_on_Hold	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_on_Hold in the “Stat Server Stat Type Definition” section for a complete description.			

N_INBOUND

STAT TYPE NAME Total_Calls_Inbound	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_INTERNAL

STAT TYPE NAME Total_Calls_Internal	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Internal in the “Stat Server Stat Type Definition” section for a complete description.			

N_NO_ANSWER

STAT TYPE NAME CampNoAnswer	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampNoAnswer in the “Stat Server Stat Type Definition” section for a complete description.			

N_NO_RPC

STAT TYPE NAME CampNoRPC	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampNoRPC in the “Stat Server Stat Type Definition” section for a complete description.			

N_NOT_READY

STAT TYPE NAME Total_Not_Ready_Number	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Not_Ready_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_OUTBOUND

STAT TYPE NAME Total_Calls_Outbound	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBK_COMPL

STAT TYPE NAME CampPersonalCallbacksCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBK_MISS

STAT TYPE NAME CampPersonalCallbacksMissed	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksMissed in the “Stat Server Stat Type Definition” section for a complete description.			

N_PER_CALLBACK_SCHED

STAT TYPE NAME CampPersonalCallbacksScheduled	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampPersonalCallbacksScheduled in the “Stat Server Stat Type Definition” section for a complete description.			

N_RECORDS_COMPLETE

STAT TYPE NAME CampRecordsCompleted	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampRecordsCompleted in the “Stat Server Stat Type Definition” section for a complete description.			

N_RINGING

STAT TYPE NAME Total_Ringing_Number	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Ringing_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_RLSD

STAT TYPE NAME CallsReleased	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG			
DESCRIPTION Of all the values returned by the CallsReleased stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to CallsReleased in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_DETECTED

STAT TYPE NAME CampSITDetected	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITDetected in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_INVALID_NUM

STAT TYPE NAME CampSITInvalidNum	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP			
DESCRIPTION Refer to CampSITInvalidNum in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_NO_CIRCUIT

STAT TYPE NAME CampSITNoCircuit	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITNoCircuit in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_OPER_INTER

STAT TYPE NAME CampSITOperIntercept	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITOperIntercept in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_REORDER

STAT TYPE NAME CampSITReorder	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITReorder in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_UNKNOWN

STAT TYPE NAME CampSITUnknown	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITUnknown in the “Stat Server Stat Type Definition” section for a complete description.			

N_SIT_VACANT

STAT TYPE NAME CampSITVacant	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CALL_LS CMP CMP_CALL_L			
DESCRIPTION Refer to CampSITVacant in the “Stat Server Stat Type Definition” section for a complete description.			

N_TALK

STAT TYPE NAME Total_Calls	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

N_TRANSFERS_MADE

STAT TYPE NAME Total_Number_of_Transfers_Made	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Transfers_Made in the “Stat Server Stat Type Definition” section for a complete description.			

N_TRANSFERS_TAKEN

STAT TYPE NAME Total_Number_of_Transfers_Taken	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Number_of_Transfers_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

N_UNKNOWN

STAT TYPE NAME Total_Calls_Unknown	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Calls_Unknown in the “Stat Server Stat Type Definition” section for a complete description.			

N_WAIT

STAT TYPE NAME Total_Wait_Number	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Wait_Number in the “Stat Server Stat Type Definition” section for a complete description.			

N_WORK

STAT TYPE NAME Total_Work_Number	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Work_Number in the “Stat Server Stat Type Definition” section for a complete description.			

T_ABANDONED

STAT TYPE NAME Total_Time_to_Abandon	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

T_ACTIVAT_DURATION

STAT TYPE NAME CampGrActivatedDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrActivatedDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_ANSWERED

STAT TYPE NAME Total_Time_to_Answer	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1 ⁺ , the isNotVCB filter replaces the NoVCB filter.			

T_ASM_ENGAGE

STAT TYPE NAME Total_ASM_Engage_Time for O_AGENT Total_Time_ASM_Engage for O_AGENT_GR	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_ASM_Engage_Time or Total_Time_ASM_Engage in the “Stat Server Stat Type Definition” section for a complete description.			

T_ASM_OUTBOUND

STAT TYPE NAME Total_Talk_Time_ASM_Outbound	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES O_AGENT O_AGENT_GR			
DESCRIPTION Refer to Total_Talk_Time_ASM_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_CONSULT

STAT TYPE NAME Total_Consult_Talk_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Consult_Talk_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_DEACTIV_DURATION

STAT TYPE NAME CampGrDeactivatedDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrDeactivatedDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_DIALING

STAT TYPE NAME Total_Dialing_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Dialing_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_DISTRIBUTED

STAT TYPE NAME Total_Time_to_Distribute	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER Filter: isNotVCB
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES GROFQUEUES QUEUE ROUTEPOINT			
DESCRIPTION Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Distribute in the “Stat Server Stat Type Definition” section for a complete description. The NoVCB filter was first applied to this metric in release 7.0 to eliminate virtual interactions, produced by a Voice Callback server, from being included in this metric. In release 7.1+, the isNotVCB filter replaces the NoVCB filter.			

T_HOLD

STAT TYPE NAME Total_Hold_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Hold_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_INBOUND

STAT TYPE NAME Total_Talk_Time_Inbound	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_INTERNAL

STAT TYPE NAME Total_Talk_Time_Internal	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Internal in the “Stat Server Stat Type Definition” section for a complete description.			

T_LOGIN

STAT TYPE NAME Total_Login_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1*	PARAMETER Filter: VoiceCall for Voice templates N/A for others
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFPLS O_AGENT_GR VOICE_AG VOICE_PG VOICE_T GROFAGS O_AGENT PLACE			
DESCRIPTION Refer to Total_Login_Time in the “Stat Server Stat Type Definition” section for a complete description. *Introduced for Voice in release 7.2, with a VoiceCall filter. Of all the values returned by the Total_Login_Time stat type for MCR Voice reports, the only ones counted for this metric are those where the filter expression is TRUE.			

T_NOT_READY

STAT TYPE NAME Total_Not_Ready_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Not_Ready_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_OUTBOUND

STAT TYPE NAME Total_Talk_Time_Outbound	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

T_READY

STAT TYPE NAME Total_Ready_Time	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_AG VOICE_PG VOICE_T			
DESCRIPTION Of all the values returned by the Total_Ready_Time stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Ready_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_RINGING

STAT TYPE NAME Total_Ringing_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Ringing_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_RUNNING_DURATION

STAT TYPE NAME CampGrRunningDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrRunningDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_SYSERROR_DURATION

STAT TYPE NAME CampGrSystemErrorDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrSystemErrorDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_TALK

STAT TYPE NAME Total_Talk_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_UNKNOWN

STAT TYPE NAME Total_Talk_Time_Unknown	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Talk_Time_Unknown in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT

STAT TYPE NAME Total_Wait_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Wait_Time in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_AGENT_DURAT

STAT TYPE NAME CampGrWaitingAgentsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingAgentsDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_PORT_DURAT

STAT TYPE NAME CampGrWaitingPortDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingPortDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WAIT_RECORD_DURA

STAT TYPE NAME CampGrWaitingRecordsDuration	SOLUTION Outbound Contact	INTRODUCED IN 6.0	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES CMP_GR			
DESCRIPTION Refer to CampGrWaitingRecordsDuration in the “Stat Server Stat Type Definition” section for a complete description.			

T_WORK

STAT TYPE NAME Total_Work_Time	SOLUTION Enterprise Routing, Outbound Contact	INTRODUCED IN 5.1	PARAMETER N/A
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES AGENT GROFAGS GROFPLS O_AGENT O_AGENT_GR PLACE			
DESCRIPTION Refer to Total_Work_Time in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ABND

STAT TYPE NAME Total_Abandoned	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Abandoned stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ABND_T

STAT TYPE NAME Total_Time_to_Abandon	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Time_to_Abandon stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Abandon in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ABND_WR

STAT TYPE NAME Total_Abandoned_WR	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Abandoned_WR stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Abandoned_WR in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ACW_AUX_T

STAT TYPE NAME ACW_Time_Other	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Other stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Other in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ACW_INB_T

STAT TYPE NAME ACW_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ACW_OUT_T

STAT TYPE NAME ACW_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the ACW_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to ACW_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ANSW

STAT TYPE NAME Total_Answered	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Answered stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Answered in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ANSW_T

STAT TYPE NAME Total_Time_to_Answer	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP VOICE_T			
DESCRIPTION Of all the values returned by the Total_Time_to_Answer stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_to_Answer in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CLR

STAT TYPE NAME Total_Cleared	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Cleared stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Cleared in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_MD

STAT TYPE NAME Calls_Consumt_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consumt_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consumt_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_MD_T

STAT TYPE NAME Consult_Time_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_TK

STAT TYPE NAME Calls_Consumt_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Consumt_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Consumt_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_CNS_TK_T

STAT TYPE NAME Consult_Time_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Consult_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Consult_Time_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_DSTR

STAT TYPE NAME Total_Distributed	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Distributed stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Distributed in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_DSTR_T

STAT TYPE NAME Total_Time_To_Distribute	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Time_to_Distribute stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Time_To_Distribute in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_ENTR

STAT TYPE NAME Total_Entered	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Enter stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Entered in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_FRCD_OFF

STAT TYPE NAME Calls_Forced_Off	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Forced_Off stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Forced_Off in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_FRWD

STAT TYPE NAME Total_Forwarded	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Total_Forwarded stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Forwarded in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_INB

STAT TYPE NAME Calls_Held_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Held_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_INB_T

STAT TYPE NAME Hold_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Hold_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_OUT

STAT TYPE NAME Calls_Held_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Held_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Held_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_HLD_OUT_T

STAT TYPE NAME Hold_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Hold_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Hold_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INB

STAT TYPE NAME Calls_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_MD

STAT TYPE NAME Calls_Internal_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_MD_T

STAT TYPE NAME Internal_Time_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Internal_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_TK

STAT TYPE NAME Calls_Internal_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Internal_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Internal_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_INT_TK_T

STAT TYPE NAME Internal_Time_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Internal_Time_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Internal_Time_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_MAX

STAT TYPE NAME Maximum_Calls	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q			
DESCRIPTION Of all the values returned by the Maximum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Maximum_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_MIN

STAT TYPE NAME Minimum_Calls	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q VOICE_RP			
DESCRIPTION Of all the values returned by the Minimum_Calls stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Minimum_Calls in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_OUT

STAT TYPE NAME Calls_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Calls_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Calls_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_RLSD

STAT TYPE NAME N_Released	SOLUTION Voice	INTRODUCED IN 7.2	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_T			
DESCRIPTION Of all the values returned by the N_Released stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to N_Released in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_SENT_Q

STAT TYPE NAME Total_Sent_To_Queue	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_GQ VOICE_Q			
DESCRIPTION Of all the values returned by the Total_Sent_to_Queue stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Total_Sent_To_Queue in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TFR_MD

STAT TYPE NAME Transfers_Made	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Transfers_Made stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Made in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TFR_TK

STAT TYPE NAME Transfers_Taken	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Transfers_Taken stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Transfers_Taken in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TLK_INB_T

STAT TYPE NAME Talk_Time_Inbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Talk_Time_Inbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Inbound in the “Stat Server Stat Type Definition” section for a complete description.			

VOICE_TLK_OUT_T

STAT TYPE NAME Talk_Time_Outbound	SOLUTION Voice	INTRODUCED IN 7.0	PARAMETER Filter: VoiceCall
USED BY THE FOLLOWING ODS LAYOUT TEMPLATES VOICE_A VOICE_AG VOICE_P VOICE_PG			
DESCRIPTION Of all the values returned by the Talk_Time_Outbound stat type, the only ones counted for this metric are those where the filter expression is TRUE. Refer to Talk_Time_Outbound in the “Stat Server Stat Type Definition” section for a complete description.			



Chapter

10 Stat Server Stat Type Definitions

Historical Reporting metrics are based on the Genesys Statistics Model, which employs statistical types, or stat types for short (in conjunction with filter, time range, time profile, and user data) to define a metric. Stat types, defined within the Configuration Manager, determine how statistics are calculated. The following elements define a basic stat type:

- Category
- Subject
- Objects
- MainMask
- RelMask
- Formula
- UseSourceTimeStamps

Java stat types (referencing using a Stat Server Java extension) are defined with the following elements:

- Category
- JavaSubCategory
- Business Attribute
- Object
- AggregationType

Also impacting a metric's value is the notification mode, notification frequency, and insensitivity. Not all of these elements, however, are required to define a stat type. Their definitions are discussed at length in the "Statistical Type" section of the *Overview* book of the *Reporting Technical Reference* series as well as the *Framework 8.0 Stat Server User's Guide*. Also, refer to the *Customization* book of the *Reporting Technical Reference* series to learn how to create your own custom stat types.

This chapter includes the following sections:

- [Stat Types in Configuration Server, page 252](#)
- [Listing of Stat Types, page 253](#)
- [The Stat Types, page 258](#)

Stat Types in Configuration Server

Figure 13 shows the Options tab of a sample Stat Server Application object, `ER_StatServer`, in Configuration Manager where five of the ten elements are used to define the `AverAbandCallTime` stat type.

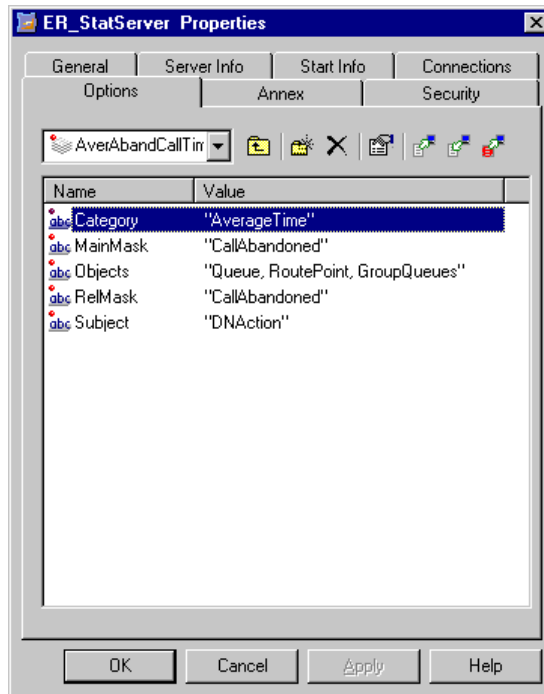


Figure 13: The AverAbandCallTime Stat Type Showing Its Elements

Metrics, used by Data Sourcer to request statistics from Stat Server, are termed *basic metrics*. Basic metrics are elementary; that is, it is possible to calculate other metrics (such as averages and percentages) from basic metrics. Metrics used by Real-Time Reporting could be more complicated, and hence, unsuitable for additional aggregation. Such would be the case for stat types that determine averages and for the `ServiceFactor1` stat type.

Some statistics requested by CCPulse+ are snapshots of some real-time values (with delays from one to three seconds). Other statistics are historical in nature, so essentially data for such statistics is aggregated for some period of time (hourly or daily, but 24 hours is the maximum interval for gathering data for historical statistics). Current statistics could present data that exceeds the 24-hour limit—there are no time limitations for current statistics. For example, current logout time for an agent could be seen in CCPulse+ equal to several days.

All stat types require masks—the action or status element of a statistical type that determines how to calculate the statistic. And some stat types used by CCPulse+ (`ServiceFactor1`, for example) have masks that cannot be customized.

Real-time stat types pertaining to current statistical categories use computations not present in historical stat types. For example, current aggregated values are based only

on durable actions and statuses occurring at the present moment—an agent is participating in a chat session right now, for example. These values do not depend on computational intervals. Refer to the *Framework 8.0 Stat Server User's Guide* for a more in-depth discussion of these statistical categories.

The statistical categories used in Historical Reporting stat types include:

- MaxTime
- TotalTime
- TotalAdjustedTime
- TotalCustomValue
- TotalNumber
- TotalNumberInTimeRange
- TotalAdjustedNumber

In a standard Framework installation, the Configuration Server provides several predefined stat types that Stat Server and Data Sourcer rely upon. When Data Sourcer is run for the first time following a standard Data Sourcer installation, Data Sourcer creates the OL_STAT_TYPE and OL_STATISTIC_CATEG tables in ODS and initializes them with all of the predefined statistical types and categories. Not all of them are used by the statistics listed in the Genesys-provided ODS layout templates. This section describes only those that are actively used in the layout templates.

Listing of Stat Types

This section addresses the following statistical type definitions, which are based on Stat Server Java Extensions, as well as those regular stat types (see next page) defined directly within Stat Server. This section does *not* describe stat types that are not used in Genesys-provided, out-of-box templates.

eService Contact Extension

General_Email_Entered
General_Email_Forwarded
General_Email_In_Processing
General_Email_Internal
General_Email_Maximum
General_Email_Minimum
General_Email_Not_Submitted
General_Email_Oldest_Age
General_Email_Outbound
General_Email_Redirected
General_Email_Responded
General_Email_Response_Time
General_Email_Terminated

eService Interaction Extension

Chat_Current_Handled
Chat_Current_Waiting
Chat_Total_Abandoned
Chat_Total_Answer_Time
Chat_Total_Answered
Chat_Total_Entered
Chat_Total_Handle_Time
Chat_Total_Inbound_Handled
Chat_Total_Transfers
General_Email_Transfers
General_Email_Waiting_Processing
IxnQueue_Email_Entered
IxnQueue_Email_In_Processing
IxnQueue_Email_In_Queue
IxnQueue_Email_Maximum
IxnQueue_Email_Minimum
IxnQueue_Email_Moved
IxnQueue_Email_Stopped
IxnQueue_Email_Waiting_Processing

Regular Stat Types

AbandCallsPercentage	CampDropped
AbandTime	CampEstimatedTimeToComplete
ACW_Time_Inbound	CampFaxModem
ACW_Time_Other	CampGrActivatedDuration
ACW_Time_Outbound	CampGrCurrElapsedSystemErrorTime
AgentLogInTime	CampGrCurrElapsedTimeForCurrDialMode
AgentReadyTime	CampGrCurrElapsedWaitingAgentsTime
AverAbandCallTime	CampGrCurrElapsedWaitingPortTime
Average_Processing_Time	CampGrCurrElapsedWaitingRecordsTime
AverASM_EngagedStatusTime	CampGrDeactivatedDuration
AverConsultDNActionTime	CampGrRunningDuration
AverConsultPlaceStatusTime	CampGrSystemErrorDuration
AverConsultStatusTime	CampGrWaitingAgentsDuration
AverDistribCallTime	CampGrWaitingPortDuration
AverHandleDNActionTime	CampGrWaitingRecordsDuration
AverHandlePlaceStatusTime	CampHitRatio
AverHandleStatusTime	CampNoAnswer
AverHandleStatusTimewithASM	CampNoRPC
AverInboundDNActionTime	CampPersonalCallbacksCompleted
AverInboundPlaceStatusTime	CampPersonalCallbacksMissed
AverInboundStatusTime	CampPersonalCallbacksScheduled
AverOutboundDNActionTime	CampRecordsCompleted
AverOutboundPlaceStatusTime	CampSITDetected
AverOutboundStatusTime	CampSITInvalidNum
Calls_Consult_Made	CampSITNoCircuit
Calls_Consult_Taken	CampSITOperIntercept
Calls_Forced_Off	CampSITReorder
Calls_Handled	CampSITUnknown
Calls_Held_Inbound	CampSITVacant
Calls_Held_Outbound	Consult_Time_Made
Calls_Inbound	Consult_Time_Taken
Calls_InProcessing	CurrAgentsLoggedIn
Calls_Internal_Made	CurrAgentsLoggedInQueue
Calls_Internal_Taken	CurrAgentsReadyInQueue
Calls_Outbound	CurrAgentsReadyRatio
CallsAbandoned	Current_In_Queue
CallsAbandonedInTimeRange	Current_Interaction_In_Processing
CallsAnswered	Current_Interactions_In_Processing
CallsDistributed	CurrentAgentState
CallsEntered	CurrentDNState
CallsExited	CurrentGroupState
CallsExitedInTimeRange	CurrentNotReadyAgents
CallsReleased	CurrentPlaceState
CampAbandoned	CurrentReadyAgents
CampAnsweringMachine	CurrMaxCallWaitingTime
CampAnswers	CurrNumberACWStatuses
CampBusy	CurrNumberASM_EngagedStatuses
CampCallbacksCompleted	CurrNumberASMOutboundStatuses
CampCallbacksMissed	CurrNumberConsultStatuses
CampCallbacksScheduled	CurrNumberDialingStatuses
CampCancel	CurrNumberHoldStatuses
CampCurrentState	CurrNumberInboundStatuses
CampDialMade	CurrNumberInternalStatuses
CampDoNotCall	CurrNumberNotReadyStatuses

CurrNumberOutboundStatuses	Total_Calls_ASM_Received
CurrNumberRingingStatuses	Total_Calls_Consult
CurrNumberWaitingCalls	Total_Calls_Dialed
CurrNumberWaitStatuses	Total_Calls_Distributed
DistribCallsPercentage	Total_Calls_Distributed_In_Threshold
DistributeTime	Total_Calls_Entered
EstimTimeToDistribCall	Total_Calls_Inbound
ExpectedWaitTime	Total_Calls_Internal
HandleDNAActionTime	Total_Calls_Outbound
Hold_Time_Inbound	Total_Calls_Unknown
Hold_Time_Outbound	Total_Cleared
Inbound_Interactions_Stopped	Total_Consult_Talk_Time
Inbound_Transfers_Made	Total_Dialing_Number
Interactions_Accepted	Total_Dialing_Time
Interactions_Offered	Total_Distribute_Time
Interactions_Processed	Total_Distributed
Interactions_Processing_Time	Total_Entered
Interactions_Pulled	Total_Forwarded
Interactions_Rejected	Total_Hold_Time
Interactions_Timed_Out	Total_Inbound_Handled
Internal_Interactions_Initiated	Total_Login_Time
Internal_Time_Made	Total_Not_Ready_Agent_St_Number
Internal_Time_Taken	Total_Not_Ready_Agent_St_Time
Max_Time_to_Abandon	Total_Not_Ready_Number
Max_Time_to_Answer	Total_Not_Ready_Time
Maximum_Calls	Total_Number_Being_Monitored
MediaX_Current_In_Processing_In_Queue	Total_Number_Coached
MediaX_Current_In_Queue	Total_Number_Coaching_By_Intrusion_Initiated
MediaX_Current_Waiting_Processing_In_Queue	Total_Number_Coaching_By_Request_Initiated
MediaX_Maximum_Interactions_In_Queue	Total_Number_Conferences_Initiated
MediaX_Minimum_Interactions_In_Queue	Total_Number_Conferences_Joined
MediaX_Stopped_Processing_In_Queue	Total_Number_Interactions_Invited_For_Coaching
MediaX_Total_Entered_Queue	Total_Number_of_Conferences
MediaX_Total_Moved_From_Queue	Total_Number_Of_Joined_To_Conference_By_Intrusion
N_Calls_Cleared	Total_Number_Of_Monitoring_Initiated
N_Calls_Distributed	Total_Number_of_Transfers_Made
N_Released	Total_Number_of_Transfers_Taken
NotReadyAgentsRatio	Total_Number_on_Hold
OldestWaitTime	Total_Number_Transfers_Made
Outbound_Interactions_Initiated	Total_Number_Transfers_Taken
ServiceFactor1	Total_Processing_Time
Talk_Time_Inbound	Total_Ready_Time
Talk_Time_Outbound	Total_Ringing_Number
Total_Abandon_Time	Total_Ringing_Time
Total_Abandoned	Total_Sent_To_Queue
Total_Abandoned_WR	Total_Short_Abandoned_Calls
Total_AfterCallWork_Agent_St_Number	Total_Talk_Time
Total_Answered	Total_Talk_Time_ASM_Outbound
Total_ASM_Engage_Time	Total_Talk_Time_Inbound
Total_Calls	Total_Talk_Time_Internal
Total_Calls_Abandoned	Total_Talk_Time_Outbound
Total_Calls_Answered	Total_Talk_Time_Unknown
Total_Calls_Answered_In_Threshold	Total_Time_ASM_Engage
Total_Calls_ASM_Outbound	Total_Time_to_Abandon

Total_Time_To_Abandon	TotalLEWT
Total_Time_to_Answer	TotalNotReadyDNStatusTime
Total_Time_to_Distribute	TotalNotReadyPlaceStatusTime
Total_Time_To_Distribute	TotalNumberConsultCalls
Total_Wait_Agent_St_Number	TotalNumberInboundCalls
Total_Wait_Agent_St_Time	TotalNumberInternalCalls
Total_Wait_Number	TotalNumberOutboundCalls
Total_Wait_Time	TotalTalk_Agent_St_Time
Total_Work_Number	TotalTalkDNStatusTime
Total_Work_Time	TotalTalkPlaceStatusTime
TotalAfterCallWorkDNStatusTime	Transfers_Made
TotalAfterCallWorkPlaceStatusTime	Transfers_Taken
TotalAfterCallWorkStatusTime	VoiceTotalEntered

Descriptions of Form Labels

Form Title	The name of the statistical type.
Main Mask	Lists the actions or statuses Stat Server uses in this statistic's calculation. For example, the <code>CallAnswered</code> mask in concert with the <code>DNAction</code> subject instructs Stat Server to measure answered voice (DN) interactions. One or more main masks must be specified for each stat type.
Relative Mask	Provides an additional list of actions to calculate the statistic (a variable in the statistic category formula). Relative mask specification is optional. Refer to the discussion about relative masks in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series for a more detailed explanation.
Aggregation Type	Applicable only if the <code>JavaSubCategory</code> field points to a Java Extension. The Java aggregation types employed in Reporting include one of the following: <ul style="list-style-type: none"> • Maximum • Minimum • Total
Category	Specifies the rule Stat Server uses to aggregate statistics. For instance, for the <code>Total_Calls_Answered</code> stat type, Stat Server is to sum the number of calls answered to arrive at a total number (<code>TotalNumber</code>). One, and only one, category must be specified for each stat type.
Subject	Subject is determined by the type of elementary values that will be used for category calculation. More strictly, subject determines the significance of main and relative masks. For example, the <code>DNAction</code> forces Stat Server to treat main and relative mask entries as names of <code>DNActions</code> ; the <code>AgentStatus</code> subject forces Stat Server to treat main and relative mask entries as names of <code>AgentStatuses</code> . The <code>Action</code> subject type is new to the 7.0 release and is used in the definition of some new stat types in this section.
JavaSubCategory	Applicable only if the value specified in the <code>Category</code> field is <code>JavaCategory</code> . The value in the <code>JavaSubCategory</code> field indicates the name of a Java extension. Where no Java extension is indicated, this value reads N/A for not applicable.

Object Type(s) Lists the device objects to which Stat Server actions (main masks) could be applied. For example, the `CallAnswered` action could be applied to the `GroupQueues`, `Queue`, and `RoutePoint` objects for the `Total_Calls_Answered` stat type to measure the calls answered within the specified group of queues, within a specified queue, or within a specified route point. One or more object types must be specified for each stat type.

Note: References to “queues” and “queue groups” in this document might include mediation DN devices associated with Interaction Server, such as workbins and interaction queues.

Description Provides a general description of what a statistic defined using this stat type measures. This section also lists differences in definitions throughout the releases.

Note: In addition to voice interactions, references to “calls” in this document might include interactions that are sourced from Interaction Server, such as chat sessions, or SIP Server, such as instant messages.

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

Discontinued In Identifies the first GA release in which this stat type was no longer used in Genesys-provided solution reports. This not to imply that the stat type is no longer available. Where a stat type is still available, this value reads N/A for not applicable.

Formula Indicates whether the stat type is distinguishable by connection ID. If so, DCID appears. If not, N/A denotes not applicable. This field only appears for regular stat types.

Extended Parameters Indicates the additional parameters that are passed to the Stat Server Java Extension. If no additional parameters are passed, N/A denotes not applicable. This field only appears for stat types that are based on Stat Server Java Extensions.

Used in Which Reporting Application Either or both of:

- Historical Reporting
- Real-Time Reporting

The Stat Types

AbandCallsPercentage

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The percentage of live or virtual voice interactions abandoned on a specified queue or at a specified route point relative to the total number of calls distributed and calls abandoned from that queue or route point during the same period of time. (In CCPulse+, voice interactions are considered abandoned when the caller hangs up while waiting on a queue or while the phone is ringing.)</p> <ul style="list-style-type: none">AbandCallsPercentage applied to GroupQueues shows the percentage of abandoned voice interactions on all the queues in the group relative to the total number of calls abandoned on or distributed from the specified group of queues.If a voice interaction appears on the specified object (Queue or Route Point) several times during the interaction's life cycle, all successful distributions of that interaction are counted in CallDistributed (if the DistinguishByConnectionID attribute is not set). <p>The percentage of abandoned calls is calculated as follows:</p> $\frac{(\text{Sum}(\text{CallAbandoned}) * 100)}{(\text{Sum}(\text{CallDistributed}) + \text{Sum}(\text{CallAbandoned}))}$ <p>Interactions redirected from a queue (CallCleared) are not included in the calculation for AbandCallsPercentage. CallDistributed and CallCleared are separate actions. This stat type does not take CallCleared (redirected calls) into account.</p>	
RELATIVE MASK CallDistributed, CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber- Percentage	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AbandTime

MAIN MASK CallAbandoned		DESCRIPTION <p>The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned. The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams for ACD queues and routing points in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.</p> <p>Abandoned time includes only the portion of the time that the interaction spends on the specified object (Queue or Route Point) before being abandoned at this object. This stat type does not count instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all queues in the group.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

ACW_Time_Inbound

MAIN MASK AfterCallWorkInbound		<div>DESCRIPTION</div> <p>The total amount of time that this agent's directory number(s) spend(s) in AfterCallWorkInbound status while the agent is performing after-call work for inbound calls during the reporting interval.</p> <ul style="list-style-type: none">• Applied to Place, this stat type calculates the total time in AfterCallWorkInbound status for all DNs configured for the specified place.• Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents in the specified agent group.• Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkInbound status for all DNs associated with agents logged in at places included in the specified place group. <p>Note: This stat type counts ACW that starts while an associated inbound call is still in progress.</p> <p>ACW_Time_Inbound is calculated as follows: Sum(DN_AfterCallWorkInboundStatus.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

ACW_Time_Other

MAIN MASK AfterCallWorkUnknown, AfterCallWorkInternal, AfterCallWorkConsult		DESCRIPTION The total amount of time agents spent performing after-call work for internal and consult calls as well as after-call work that cannot be associated with any call during the reporting interval. This stat type includes ACW that started while the associated consult and internal calls were in progress as well as all ACW sessions that started after the associated calls were released. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type returns the total duration of ACW for such calls for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type returns the total duration of ACW for such calls for all the agents logged in to places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

ACW_Time_Outbound

MAIN MASK AfterCallWorkOutbound		<div>DESCRIPTION</div> <p>The total amount of time that an agent's directory number(s) spend(s) in AfterCallWorkOutbound status performing after-call work for outbound calls during the reporting interval.</p> <ul style="list-style-type: none">• Applied to Place objects, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs configured for the specified place.• Applied to GroupAgents, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents in the specified agent group.• Applied to GroupPlaces, this stat type calculates the total time in AfterCallWorkOutbound status for all DNs associated with agents logged in at places included in the specified place group. <p>Note: This stat type counts ACW that starts while an associated outbound call is still in progress.</p> <p>This stat type excludes durations of voice interactions placed on hold by the agent. This statistic excludes the related after call work time. This statistic also excludes the time spent on the outbound voice interactions that are part of outbound campaigns, including ASM.</p> <p>This stat type is calculated as follows: Sum(DN_AfterCallWorkOutboundStatus.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

AgentLoginTime

MAIN MASK AgentLogin		<div>DESCRIPTION</div> <p>The total amount of time that agents were logged into this queue for the first time through a DN that belongs to a place. Agents can subsequently log into other DNs, however, this stat type pertains to the duration of the agent's first login into the queue.</p> <p>When applied to GroupQueues, this stat type calculates total agent login duration into all of the queues that belong to the group.</p> <p>Note: This stat type does not apply to RoutePoint objects.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AgentReadyTime

MAIN MASK AgentReady		<div>DESCRIPTION</div> <p>The total amount of time that agents, who are logged in to this queue, spent in Ready mode.</p> <p>When applied to GroupQueues, this stat type calculates the agent's total ready duration on all of the queues that belong to the group.</p> <p>Note: This stat type does not apply to RoutePoint objects.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverAbandCallTime

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The average amount of time that callers wait on a specified queue or at a specified route point before hanging up during the reporting interval.</p> <p>Applied to GroupQueues, this stat type shows the average amount of time that customers wait on the queues in the specified group before abandoning their calls.</p> <p>Note that abandoned calls do not include calls abandoned while ringing. Abandoned time includes only the portion of the time that the call spends on the specified object (Queue or Route Point) before being abandoned at this object. If a call appears several times on the specified object during the call's life cycle, only the time of the last appearance is used in the time calculation.</p> <p>This stat type is calculated as follows: Sum(CallAbandoned.time) / Sum(CallAbandoned)</p> <p>Prior to the 6.0 release, the stat type name was AverAbandTime.</p>	
RELATIVE MASK CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Average_Processing_Time

MAIN MASK InteractionHandling		DESCRIPTION The average amount of time that agents (or places) spent processing inbound, outbound, or internal interactions on a particular media. InteractionHandling is an alias for the following masks: <ul style="list-style-type: none">• CallInbound• CallInternal• CallOutbound	
RELATIVE MASK InteractionHandling	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 8.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverASM_EngagedStatusTime

MAIN MASK ASM_Engaged		DESCRIPTION The average amount of time during which a specified agent or place is engaged in the ASM (Active Switching Matrix) dialing mode before the status changes from ASM_Engaged to a different status during the reporting interval. When applied to GroupAgents or GroupPlaces, this stat type returns the average time that agents or places in their respective groups are spending in the ASM dialing mode before transitioning to another state. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_ASM_EngagedStatus.time})}{\text{Sum}(\text{Agent_ASM_EngagedStatus})}$ Though this stat type is included in the configuration files deployed for Real-Time Reporting, beginning with release 6.5, this stat type is no longer referenced by any of the metrics provided in the canned reports.	
RELATIVE MASK ASM_Engaged	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultDNActionTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that an agent's directory number (RegDN) spends in Consult DN status (consultation calls), whether or not this status is completed during the designated time interval. Applied to Agent, Place, GroupAgents, or GroupPlaces, this stat type returns the average length of time the corresponding agents' DNs (RegDN) spend on consultation calls. This stat type is calculated as follows: $\text{Sum}(\text{DN_ConsultStatus.time}) / \text{Sum} (\text{DN_ConsultStatus})$ Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverConsultDN-StatusTime to its current name, AverConsultDNActionTime.	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultPlaceStatusTime

MAIN MASK CallConsult		<div>DESCRIPTION</div> <div>The average length of time that places spend in consult status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, AverConsultStatusTime shows the average time of being in the Consult status for all agents in the specified agent group.Applied to GroupPlaces, AverConsultStatusTime shows the average time of being in the Consult status for places belonging to the specified place group.</div> <div>AverConsultPlaceStatusTime is calculated as follows:</div> <div>Sum(Place_ConultStatus.time)/ Sum(Place_ConultStatus)</div>	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverConsultStatusTime

MAIN MASK CallConsult		DESCRIPTION The average length of time that this agent spends in consult status during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverConsult-StatusTime for all the agents who belong to the specified agent group.• Applied to GroupPlaces, the stat type calculates the AverConsult-StatusTime for all the agents who are logged in at the places that belong to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_ConsultStatus.time})}{\text{Sum}(\text{Agent_ConsultStatus})}$	
RELATIVE MASK CallConsult	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverDistribCallTime

MAIN MASK CallDistributed		DESCRIPTION The average amount of time during the reporting interval that a live or virtual voice or chat interaction waits on a specified queue or at a specified route point before the interaction is distributed. Applied to GroupQueues, this stat type is the average wait time before interaction distribution from any queue or route point belonging to the specified group. If an interaction appears several times along the specified object (Queue or Route Point) during the life cycle of the interaction, all successful distributions of that call are counted (if the attribute DistinguishByConnectionID is not set). This stat type is calculated as follows: $\text{Sum}(\text{CallDistributed.time}) / \text{Sum}(\text{CallDistributed})$ Prior to the 6.0 release, the stat type name was AverDistribTime.	
RELATIVE MASK CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleDNActionTime

MAIN MASK CallInbound, CallInternal, CallOutbound, CallConsult, CallUnknown		<div>DESCRIPTION</div> <p>The average amount of time during the reporting interval that an agent's directory number(s) (DN[s]) spend(s) in the CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses (versus the number of appearances of CallInbound, CallInternal, CallOutbound, CallConsult, and CallUnknown DN statuses).</p> <ul style="list-style-type: none">Applied to Place, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown DN statuses for all DNs configured for the specified place.Applied to GroupAgents, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown DN statuses for all the DNs associated with the agents in the specified agent group.Applied to GroupPlaces, this stat type calculates the average time in the CallInbound, CallInternal, CallOutbound, CallConsult or CallUnknown status for all the DNs associated with agents logged in at the places included in the specified place group. <p>This stat type is calculated as follows:</p> <pre>(Sum(DN_CallInboundStatus.time) + Sum(DN_CallInternalStatus.time) + Sum(DN_CallOutboundStatus.time) + Sum(DN_CallConsultStatus.time) + Sum(DN_CallUnknownStatus.time)) / (Sum(DN_CallInboundStatus) + Sum(DN_CallInternalStatus) + Sum(DN_CallOutboundStatus) + Sum(DN_CallConsultStatus) + Sum(DN_CallUnknownStatus))</pre> <p>Subject changed from DNStatus to DNAction and the AfterCallWork main mask replaced OfflineWorkType1 in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverHandleDNStatus-Time to its current name, AverHandleDNActionTime. In the 8.0 release, CallInternal, CallConsult, and CallUnknown were added to the main and relative masks were added and the AfterCallWork mask was removed.</p>	
RELATIVE MASK CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandlePlaceStatusTime

MAIN MASK CallInbound, CallOutbound, OfflineWorkType1		DESCRIPTION The average length of time during the reporting interval that places spend in the Inbound, Outbound, and AfterCallWork statuses. <ul style="list-style-type: none">• Applied to GroupAgents, AverHandleStatusTime shows the average time that agents in the specified agent groups are in these statuses.• Applied to GroupPlaces, this stat type calculates the AverHandleStatusTime for all the places belonging to the specified place group. This stat type is calculated as follows: $\frac{(\text{Sum}(\text{Place_CallInboundStatus.time}) + \text{Sum}(\text{Place_CallOutboundStatus.time}) + \text{Sum}(\text{Place_OfflineWorkType1.time}))}{(\text{Sum}(\text{Place_CallInboundStatus}) + \text{Sum}(\text{Place_CallOutboundStatus}))}$	
RELATIVE MASK CallInbound, Call-Outbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleStatusTime

MAIN MASK AfterCallWork, CallInbound, CallOutbound		<div>DESCRIPTION</div> <p>The average length of time during the reporting interval that agents spend in the Inbound, Outbound, and AfterCallWork statuses.</p> <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverHandle-StatusTime for all the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the AverHandle-StatusTime for all the agents logged in at the places belonging to the specified place group. <p>This stat type is calculated as follows:</p> $\frac{(\text{Sum}(\text{Agent_CallInboundStatus.time}) + \text{Sum}(\text{Agent_CallOutboundStatus.time}) + \text{Sum}(\text{Agent_AfterCallWorkStatus.time}))}{(\text{Sum}(\text{Agent_CallInboundStatus}) + \text{Sum}(\text{Agent_CallOutboundStatus}))}$ <p>The AfterCallWork main mask replaced OfflineWorkType1 in release 6.5.</p>	
RELATIVE MASK CallInbound, CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverHandleStatusTimewithASM

MAIN MASK AfterCallWork, ASM_Outbound, CallInbound, CallOutbound		<div>DESCRIPTION</div> <p>The average length of time during the reporting interval that agents spend in the Inbound, Outbound, ASM_Outbound (ASM = Active Switching Matrix dialing mode), and AfterCallWork statuses.</p> <ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the AverHandle-StatusTimewithASM for all the agents belonging to specified agent group.Applied to GroupPlaces, the stat type calculates the AverHandle-StatusTimewithASM for all the agents logged in at places that belong to the specified place group. <p>This stat type is calculated as follows:</p> <div>(Sum(Agent_CallInboundStatus.time) + Sum(Agent_CallOutboundStatus.time) + Sum(Agent_AfterCallWorkStatus.time) + Sum(Agent_ASMOutboundStatus.time)) / (Sum(Agent_CallInboundStatus) + Sum(Agent_CallOutboundStatus) + Sum(Agent_ASMOutboundStatus))</div>	
RELATIVE MASK ASM_Outbound, CallInbound, CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverInboundDNActionTime

MAIN MASK CallInbound		<div>DESCRIPTION</div> <p>The average amount of time during the reporting interval that an agent's DN (directory number) spends in the Inbound DN status.</p> <ul style="list-style-type: none">• Applied to Agent, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the place where the agent is logged in.• Applied to Place, this stat type calculates the average time of an agent's Inbound DN status for all the DNs configured at the specified place.• Applied to GroupAgents, AverInboundDNStatusTime calculates the average time of the agents' Inbound DN status for all the DNs of the agents configured in the AgentGroup.• Applied to GroupPlaces, AverInboundDNStatusTime calculates the average time of an agent's Inbound DN status for all the DNs configured at the places in the specified PlaceGroup. <p>This stat type is calculated as follows:</p> $\frac{\text{Sum}(\text{DN_CallInboundStatus.time})}{\text{Sum}(\text{DN_CallInboundStatus})}$ <p>Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverInboundDNStatusTime to its current name, AverInboundDNActionTime.</p>	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverInboundPlaceStatusTime

MAIN MASK CallInbound		DESCRIPTION The average length of time during the reporting interval that places spend in Inbound status. Applied to GroupAgents, this stat type calculates the average time of being in this status by all agents belonging to the specified agent group. Applied to GroupPlaces, this stat type calculates the AverInboundStatusTime for all the places belonging to the specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Place_CallInboundStatus.time})}{\text{Sum}(\text{Place_CallInboundStatus})}$	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverInboundStatusTime

MAIN MASK CallInbound		<div>DESCRIPTION</div> <div>The average length of time during the reporting interval that agents spend in Inbound status.</div> <div><ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the AverInbound-StatusTime for all the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the AverInbound-StatusTime for all the agents logged in at places belonging to the specified place group.</div> <div>This stat type is calculated as follows: $\frac{\text{Sum}(\text{Agent_CallInboundStatus.time})}{\text{Sum}(\text{Agent_CallInboundStatus})}$</div>	
RELATIVE MASK CallInbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundDNActionTime

MAIN MASK CallOutbound		DESCRIPTION The average amount of time during the reporting interval that an agent's DN spends in Outbound DN Status. <ul style="list-style-type: none">• Applied to Agent or Place, this stat type calculates the average time that an agent's DN is in Outbound Status for all the DNs configured at the place where the agent is logged in (Agent case) or for all the DNs configured at a specified place (Place case).• Applied to GroupAgents, this stat type calculates the average time that the agents' DNs are in Outbound DN Status for all the DNs configured for places where the agents are logged in.• Applied to GroupPlaces, this stat type calculates the average time of the agents' DNs in Outbound DN Status for all the DNs configured for the places in a specified place group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{DN_CallOutboundStatus.time})}{\text{Sum}(\text{DN_CallOutboundStatus})}$ Subject changed from DNStatus to DNAction in release 6.5. Later, in release 7.0.1, the name of this stat type changed from AverOutboundDNStatusTime to its current name, AverOutboundDNActionTime.	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundPlaceStatusTime

MAIN MASK CallOutbound		DESCRIPTION The average time in Outbound status by places who are related to the specified group. The stat type calculates the AverOutboundPlaceStatusTime for all the places belonging to the specified group. This stat type is calculated as follows: $\frac{\text{Sum}(\text{Place_CallOutboundStatus.time})}{\text{Sum}(\text{Place_CallOutboundStatus})}$	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

AverOutboundStatusTime

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <div>The average amount of time that agents had calls in Outbound status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the AverOutbound-StatusTime for all the agents of the specified agent group.Applied to GroupPlaces, the stat type calculates the AverOutbound-StatusTime for all the agents who are logged in at places belonging to the specified place group.</div> <div>This stat type is calculated as follows:</div> <div>Sum(Agent_CallOutboundStatus.time) / Sum(Agent_CallOutboundStatus)</div>	
RELATIVE MASK CallOutbound	AGGREGATIONTYPE N/A		
CATEGORY AverageTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Calls_Conconsult_Made

MAIN MASK CallConsultOriginated		DESCRIPTION The total number of consultation voice interactions on an agent's RegDN in which that agent was the initiating party. This stat type excludes unsuccessful attempts to initiate a consult interaction. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DN's of all agents in a specified agent group or on all the DN's at places in the specified place group where the agents were the initiating party. Because DCID is not turned on, this stat type counts every instance of consultation originations even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallConsultOriginated)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Conconsult_Taken

MAIN MASK CallConsultReceived		<div>DESCRIPTION</div> <p>The total number of consultation voice interactions on an agent's RegDN in which that agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on the DN's of all agents in a specified agent group or on all the DN's at places in the specified place group where the agents were not the initiating party.</p> <p>Because DCID is not turned on, this stat type counts every instance of consultations taken even if performed more than once on a single call.</p> <p>This stat type is calculated as follows: Sum (RegDN.CallConsultTaken)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Forced_Off

MAIN MASK CallForwardedInbound, CallForwardedOutbound, CallAbandonedfrom- RingingInbound, CallAbandonedfrom- RingingOutbound		DESCRIPTION The total number of inbound and outbound voice interactions offered to, but not accepted by, an agent. This stat type includes interactions that were abandoned or forwarded before the agent had the chance to accept or reject the call. This stat type counts each instance of nonacceptance, even if an agent rejects the same interaction more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Handled

MAIN MASK CallInbound, CallInternal, CallOutbound, CallUnknown		DESCRIPTION The total number of inbound, internal, outbound, and unknown interactions that an agent or place handled within the specified period. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the number of inbound, internal, outbound, and unknown interactions handled all agents in a specified agent groupApplied to GroupPlaces, this stat type calculates the number of inbound, internal, outbound, and unknown interactions handled by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 8.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Calls_Held_Inbound

MAIN MASK CallOnHoldInbound		DESCRIPTION The total number of inbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. Because DCID is not turned on, this stat type counts every instance of a held inbound voice interaction even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallHeldInbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Held_Outbound

MAIN MASK CallOnHoldOutbound		DESCRIPTION The total number of outbound voice interactions that an agent placed on hold. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of held outbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. Because DCID is not turned on, this stat type counts every instance of a held outbound voice interaction even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallHeldOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Inbound

MAIN MASK CallInbound		DESCRIPTION The total number of live, inbound voice interactions occurring on an agent's DN without considering after-call work. This stat type attributes an inbound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of inbound, interaction processing even if the agent handles a particular inbound interaction more than once. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of inbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of inbound call handling by group members even if a particular interaction is transferred more than once within the group. This stat type is calculated as follows: Sum (RegDN.CallInbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_InProcessing

MAIN MASK CallInbound, CallInternal, CallOutbound, CallUnknown		<div>DESCRIPTION</div> <p>The current number of inbound, internal, and outbound interactions or interactions of unknown type that have been submitted for processing and are currently being processed by agent or place.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 8.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Calls_Internal_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total number of live, internal voice interactions on an agent's DN in which the agent was the initiating party. This stat type excludes unsuccessful attempts to initiate an internal interaction. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are the originating party. This stat type is calculated as follows: Sum (RegDN.CallInternalOriginated)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Internal_Taken

MAIN MASK CallInternalReceived		<div>DESCRIPTION</div> <div>The total number of live, internal voice interactions on an agent's DN in which the agent was not the initiating party. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of live, internal voice interactions on DNs of all agents in a specified agent group (GroupAgents) or on all DNs at places in the specified place group (GroupPlaces) where the agents are not the originating party.</div> <div>This stat type is calculated as follows: Sum (RegDN.CallInternalReceived)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Calls_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total number of live, outbound voice interactions that occurred on an agent's DN within a specified interval. This stat type attributes an outbound call to a specific interval even if its associated after-call work spills into the next interval. This stat type counts each instance of outbound, interaction processing even if the agent handles a particular outbound interaction more than once. This stat type also counts outbound voice interactions that are part of outbound campaigns, including ASM calls. Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound voice interactions on the DNs of all agents within a specified agent group or on all the DNs at places within the specified place group. This stat type counts each instance of outbound call handling by group members even if a particular interaction is transferred more than once within the group. This stat type is calculated as follows: Sum (RegDN.CallOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandoned

MAIN MASK CallAbandoned		<div>DESCRIPTION</div> <p>The total number of virtual or live voice interactions abandoned on a specified queue or route point. Abandoned interactions include those where a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. This stat type sums the number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point.</p> <p>This stat type does not count instances when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAbandonedInTimeRange

MAIN MASK CallAbandoned		DESCRIPTION <p>The total number of live or virtual voice interactions abandoned within specified threshold (measured in seconds) on a specified queue or route point. Abandoned interactions include when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason.</p> <p>This stat type does not count instances within the specified threshold when the interaction is abandoned after its distribution to an agent and before the agent has answered it (CallAbandonedWhileRinging).</p> <p>As applied to GroupQueues, this stat type sums all abandoned interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned off, Stat Server counts every instance of a particular abandoned interaction when it exists on more than one queue or route point.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsAnswered

MAIN MASK CallAnsweredInbound, CallAnsweredOutbound		DESCRIPTION The total number of inbound and outbound calls answered by agents during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account.• Applied to GroupPlaces, this stat type shows the total number of answered inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account. This stat type counts each instance of an inbound or outbound call answered by group members, even if a particular interaction is transferred more than once within the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsDistributed

MAIN MASK CallDistributed, CallCleared		DESCRIPTION The total number of live or virtual voice interactions distributed from a distribution DN. This count includes calls distributed from a distribution DN to another distribution DN and calls that were diverted, or cleared, from one virtual queue to another. Prior to 7.0.1, Stat Server counted each distributed interaction separately, even if the same interaction was distributed from a queue, route point, or group of queues more than once. In 7.0.1 and forward releases, Stat Server only counts unique distributed interactions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsEntered

MAIN MASK CallEntered		<div>DESCRIPTION</div> <div>The total number of virtual or live voice interactions that enter a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue or route point more than once or if the interaction enters several queues or route points.</div> <div>This stat type is identical to Total_Entered.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsExited

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total number of virtual or live voice interactions that exited because of distribution or abandonment. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. This stat type does not include instances when the interaction is abandoned after distribution to an agent and before the agent has answered it (CallAbandonedWhile-Ringing). Prior to 7.0.1, this stat type counted every instance of interaction distribution, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions are counted.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsExitedInTimeRange

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total number of live or virtual voice interactions abandoned within a specified threshold (measured in seconds). An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason within the threshold. Prior to 7.0.1, this stat type counted every instance of interaction distribution within the threshold, even if the interaction was distributed from a distribution DN more than once. In the 7.0.1 release of this stat type, only unique interactions that are abandoned with the specified time range are counted.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CallsReleased

MAIN MASK CallInbound, CallOutbound		DESCRIPTION The total number of inbound and outbound voice interactions processed by this resource (for example, a single agent) during the reporting interval, without accounting for after-call work. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs of all agents within a specified agent group are taken into account.• Applied to GroupPlaces, this stat type shows the total number of processed inbound and outbound voice interactions. The DNs at all places within the specified place group are taken into account.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAbandoned

MAIN MASK DialAbandoned		DESCRIPTION The total number of dialing attempts with a call result of Abandon. CampAbandoned statistics pertain to a specified campaign or to a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAnsweringMachine

MAIN MASK DialAnswMachine		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Answering Machine Detected; that is, the Campaign Manager dropped the call because an answering machine was detected on the called party's side. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected) initiated by any campaign from records on the specified calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (Answering Machine Detected), initiated by a specified campaign from records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampAnswers

MAIN MASK DialAnswer		DESCRIPTION <p>The total number of dialing attempts initiated by a Campaign Manager with a call result of Answer (when a call is answered by a human voice). In some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.</p> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of successful dialing attempts (calls answered) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by any campaign from records of this calling list.• Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts (call answered) initiated by a specified campaign from records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampBusy

MAIN MASK DialBusy		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign manager with a call result of Busy; that is, the call does not go through because of a busy signal for the called party. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (with a call result of Busy) initiated by a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksCompleted

MAIN MASK CallbackCompleted		DESCRIPTION The total number of callbacks completed (executed). The completion of a callback only indicates that the callback was performed; it does not indicate that the callback was completed successfully. <ul style="list-style-type: none">• Applied to a CallingList, this stat type calculates the number of completed callbacks that were scheduled for any campaign from records on this calling list.• Applied to Campaign, this stat type calculates the number of completed callbacks that were scheduled for a specified campaign. Note that the campaign cannot be running at the time of callback completion.• Applied to a CampaignCallingList, this stat type calculates the number of callbacks completed that were scheduled for a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksMissed

MAIN MASK CallbackMissed		DESCRIPTION The total number of callbacks missed. A callback is considered as “missed” if it is scheduled for a certain period of time, but for some reason the callback is not performed. A callback is missed, for example, if all outbound trunks are busy at the time of the scheduled callback, or if no agents are available at the time scheduled for the callback. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign. (Note that the campaign could not be running at the time of the missed callback.)• Applied to CallingList, this stat type calculates the number of missed callbacks that were scheduled for any campaign from the records on the specified calling list.• Applied to a CampaignCallingList, this stat type calculates the number of missed callbacks that were scheduled for a specified campaign from the records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCallbacksScheduled

MAIN MASK CallbackScheduled		DESCRIPTION The total number of callbacks scheduled. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of callbacks that were scheduled for a specified campaign.• Applied to CallingList, this stat type calculates the number of callbacks that were scheduled for any campaign from the records on the specified calling list.• Applied to a CampaignCallingList, this stat type calculates the number of callbacks that were scheduled for a specified campaign from the records on a specified calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCancel

MAIN MASK DialCancel		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Cancel.</p> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of canceled dialing attempts that were performed on behalf of a specified campaign while the campaign was running.• Applied to CallingList, this stat type calculates the number of canceled dialing attempts that were initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of canceled dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampCurrentState

MAIN MASK *		DESCRIPTION The current state of a campaign or a particular group in a campaign. The state of a campaign (CampaignGroup) is determined by one of three possible object statuses—StatusDeactivated, StatusActivated, or StatusRunning—and additional durable actions, which can accompany a particular status. Several groups in the same campaign can have different statuses; however, a Campaign or CampaignGroup can be in only one of the three statuses at one time. The statuses of the CampaignGroup configured for the campaign determine the overall status of the campaign. The statuses are explained as follows: StatusDeactivated: The StatusDeactivated status can occur a number of times during the life of the Campaign or CampaignGroup. Also this is initial status of a campaign (meaning that the campaign has not started) and also the final status of a campaign (meaning that the campaign has been completed). <ul style="list-style-type: none">• For a CampaignGroup, the StatusDeactivated status means that a campaign is not loaded for a particular group. A Campaign Manager processes no activity of any kind for a group in StatusDeactivated status. The StatusDeactivated status starts when a campaign is being unloaded from a group and ends when a campaign is being loaded on a group.• For Campaign, StatusDeactivated status occurs if all groups associated with the campaign (CampaignGroup) are in this status. StatusActivated: The campaign is loaded but no active dialing has started. In StatusActivated status, scheduled callbacks can be processed, but no dialing is performed nor are preview records delivered. <ul style="list-style-type: none">• For a CampaignGroup, StatusActivated means that the campaign is active (loaded) for this particular group, but there is no active dialing process. The status StatusActivated for CampaignGroup starts when either a campaign is being loaded on a group or the dialing process stops in this group.• For Campaign, StatusActivated status occurs when at least one CampaignGroup has StatusActivated status, but none has StatusRunning. StatusRunning: Dialing has started. <ul style="list-style-type: none">• For CampaignGroup, StatusRunning means that dialing has started for this group. This status for CampaignGroup is always accompanied by only one of the following dialing modes:<ul style="list-style-type: none">- ModeNoDial—no dialing performed- ModePredict (Predictive dialing mode)—dials calls from a calling list and predicts agent availability- ModeProgress (Progressive dialing mode)—dials calls from a calling list only when an agent is available- ModePreview (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialed- ModeProgressAndSeize (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically- ModePredictAndSeize (Predictive with Seizing)—used only with ASM mode, calls are dialed automatically
RELATIVE MASK N/A	AGGREGATIONTYPE N/A	
CATEGORY CurrentState	SUBJECT CampaignAction	
JAVASUBCATEGORY N/A		
OBJECT TYPE(S) Campaign, CampaignGroup		

CampCurrentState

		<p>Only a CampaignGroup can have additional campaign system conditions (shown below) with the StatusRunning status:</p> <ul style="list-style-type: none"> • CampaignWaitingRecords shows that the campaign is out of records and that actual dialing has stopped (but the campaign is still running). • CampaignWaitingPorts reveals that no ports are available to initiate new calls and that dialing has stopped. • CampaignWaitingAgents indicates that no agents are available to run the campaign and that dialing has stopped. • SystemError serves as an alert that a system error has prevented the campaign from dialing new records and that dialing has stopped. <p>Campaign System Conditions can overlap; for example, it is possible to have WaitingPorts and WaitingAgents conditions at the same time.</p> <p>For Campaign, StatusRunning occurs when at least one Campaign-Group has StatusRunning.</p> <p>For a more detailed explanation of CampaignGroup DialingModes please consult the Outbound Contact documentation set.</p>	
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampDialMade

MAIN MASK DialMade		<div>DESCRIPTION</div> <div>Total number of all dialing attempts made (initiated) by a Campaign Manager with any call results.</div> <div><ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of all dialing attempts that were performed on behalf of a specified campaign while the campaign was running.• Applied to CallingList, this stat type calculates the number of all dialing attempts that were initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of all dialing attempts that were initiated by a specified campaign from records on a specified calling list assigned to this campaign.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampDoNotCall

MAIN MASK DialDoNotCall		DESCRIPTION The total number of completed dialing attempts initiated by a Campaign Manager with a call result of DoNotCall; that is, the customer asked to be put onto the "Do not call list" when the call was intercepted by an operator. This case is also considered as an unsuccessful dial attempt <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DoNotCall) performed on behalf of a specified campaign.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DoNotCall) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampDropped

MAIN MASK DialDropped		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Dropped. Dropped calls are those that are answered at the destination but then abandoned in the queue because no agent is available to take them.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dropped) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dropped) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampEstimatedTimeToComplete

MAIN MASK *		<div>DESCRIPTION</div> <div>The estimated time, in minutes, to complete a campaign or calling list.</div> <div>This stat type is calculated as follows:</div> <div>NumberOfRecordsLeft /</div> <div>NumberOfRecordsProceededPerMinute</div> <div>where NumberOfRecordsLeft is the number of records left to process in the campaign or calling list and NumberOfRecordsProceededPerMinute is a number of records proceeded in the last minute (by campaign or from calling list).</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY EstimTimeToComplete	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampFaxModem

MAIN MASK DialFaxDetected		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Fax Detected or Modem Detected.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Fax Detected or Modem Detected) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Fax Detected or Modem Detected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrActivatedDuration

MAIN MASK StatusActivated		<p>DESCRIPTION</p> <p>The total amount of time that a specific campaign group was in Status-Activated status. StatusActivated status indicates that the campaign has been loaded for a specified group, but that no dialing has yet occurred.</p> <p>Refer to the CampCurrentState stat type for more information about campaign states.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrCurrElapsedSystemErrorTime

MAIN MASK StatusSystemError		DESCRIPTION The time since the system condition SystemError started for a specified campaign group. SystemError serves as an alert that a system error is preventing the campaign from dialing new records and that dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about campaign states.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedTimeForCurrDialMode

MAIN MASK ModePredict, ModeProgress, ModePreview, ModeProgressAndSeize, ModePredictAndSeize		DESCRIPTION The amount of time that has elapsed during which a particular campaign group has been in the current dialing mode. The various types of dialing modes include: <ul style="list-style-type: none">• ModeNoDial—no dialing performed.• ModePredict (Predictive dialing mode)—dials calls from a calling list and predicts agent availability.• ModeProgress (Progressive dialing mode)—dials calls from a calling list only when an agent is available.• ModePreview (Preview dialing mode)—dials calls from a calling list only when an agent previews a calling list record and manually requests a call to be dialed.• ModeProgressAndSeize (Progressive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically.• ModePredictAndSeize (Predictive with Seizing)—used only with Active Switching Matrix (ASM) mode, calls are dialed automatically. For additional information about dialing modes, refer to the <i>Outbound Contact 7.2 Deployment Guide</i> document. Note: The value of the statistic is 0 if the campaign group is not in StatusRunning status.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingAgentsTime

MAIN MASK StatusWaitingAgents		<div>DESCRIPTION</div> <p>The time since the system condition Waiting Agents started for a specified CampaignGroup. In this system condition, no agents are available to run the campaign on this group and dialing has stopped for this group. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.</p> <p>Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingPortTime

MAIN MASK StatusWaitingPorts		DESCRIPTION The time that has elapsed since a CampaignGroup has been in the current Waiting Ports system condition. In this system condition, no ports are available to initiate new calls and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0. Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrCurrElapsedWaitingRecordsTime

MAIN MASK StatusWaitingRecords		<p>DESCRIPTION</p> <p>The time that has elapsed while a specified campaign group has been in the current Waiting Record system condition. In this system condition, the campaign is out of records and dialing has stopped. Note that if the CampaignGroup is not currently in this system condition, the value of the statistic is 0.</p> <p>Refer to the CampCurrentState stat type for more information about CampaignGroup system conditions.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampGrDeactivatedDuration

MAIN MASK StatusDeactivated		DESCRIPTION The total amount of time that a specific campaign group stays in deactivated status. StatusDeactivated status indicates that a campaign has not been loaded for the specified campaign group. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrRunningDuration

MAIN MASK StatusRunning		DESCRIPTION The total amount of time that a specific campaign group stays in Status-Running status. StatusRunning status means that a campaign is loaded for a specified group and that dialing is in progress. Refer to the CampCurrentState stat type for more information about campaign group statuses.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrSystemErrorDuration

MAIN MASK StatusSystemError		<div>DESCRIPTION</div> <p>The total time during which a specified campaign group has been in the SystemError system condition. This system condition indicates that a system error such as a switch failure or a software problem prevents the campaign from running and that dialing has stopped.</p> <p>Refer to the CampCurrentState stat type for more information about campaign group system conditions.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingAgentsDuration

MAIN MASK StatusWaitingAgents		DESCRIPTION The total time during which a specified campaign group has been in the WaitingAgents system condition. WaitingAgents system condition indicates that no agents are available to run the campaign and dialing has stopped. Refer to the CampCurrentState stat type for more information about campaign group system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingPortDuration

MAIN MASK StatusWaitingPorts		DESCRIPTION The total time during which a specified campaign group has been in the WaitingPorts system condition. This system condition indicates that no ports are available to initiate new calls and that dialing has stopped. Refer to the CampCurrentState stat type for more information about campaign group system conditions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampGrWaitingRecordsDuration

MAIN MASK StatusWaitingRecords		DESCRIPTION The total time during which a specified campaign group has been in the WaitingRecords system condition. This system condition indicates that the campaign is out of records and that dialing has stopped. Refer to the CampCurrentState stat type for more information about campaign states.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CampaignGroup			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampHitRatio

MAIN MASK DialAnswer		<div>DESCRIPTION</div> <p>The percentage of successful dialing attempts initiated by a Campaign Manager with a call result of Answer (DialAnswer)—that is, a call is answered by a human voice—relative to the number of all dialing attempts made (DialMade) during the same time period. (Note that in some contact centers, the call result can also mean Right Party Contacted; that is, the call is answered by a live person who is not the Wrong Party.)</p> <ul style="list-style-type: none">Applied to a Campaign, this stat type calculates the ratio of successful dialing attempts performed on behalf of a specified campaign while that campaign is running.Applied to a CallingList, this stat type calculates the ratio of successful dialing attempts initiated by any campaign from records on a specified calling list.Applied to CampaignCallingList, this stat type calculates the number of successful dialing attempts initiated by a specified campaign from records on a specified calling list. <p>This stat type is calculated as follows:</p> $\left(\text{Sum}(\text{DialAnswer}) * 100 \right) / \text{Sum}(\text{DialMade})$	
RELATIVE MASK DialMade	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber-Percentage	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN 7.0.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CampNoAnswer

MAIN MASK DialNoAnswer		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of No Answer.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of No Answer) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampNoRPC

MAIN MASK DialWrongParty		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of Wrong Party; that is, the call is answered by a live person but not the intended person. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Wrong Party) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Wrong Party) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksCompleted

MAIN MASK PersonalCallbackCompleted		DESCRIPTION Total number of personal callbacks completed (executed). Completion of a personal callback only indicates that the callback was performed; it does not indicate if the callback was completed successfully. <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of completed personal callbacks scheduled for an agent participating in a specified campaign. The campaign does not have to be running at the time of personal callback completion.Applied to CallingList, this stat type calculates the number of completed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of completed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksMissed

MAIN MASK PersonalCallbackMissed		DESCRIPTION Total number of personal callbacks missed. A personal callback is missed, for example, because all outbound trunks are busy at the time of a scheduled callback or because an agent for whom a callback is assigned is busy or not logged in at the time of the scheduled personal callback. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of missed personal callbacks scheduled for an agent participating in a specified campaign.• Applied to CallingList, this stat type calculates the number of missed personal callbacks scheduled for any agent participating in any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of missed personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampPersonalCallbacksScheduled

MAIN MASK PersonalCallbackScheduled		DESCRIPTION The total number of personal callbacks scheduled. <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of personal callbacks scheduled for an agent participating in a specified campaign.• Applied to CallingList, this stat type calculates the number of personal callbacks scheduled for any agent participating in any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of personal callbacks scheduled for agents participating in a specified campaign from records on this calling list.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampRecordsCompleted

MAIN MASK LeadProcessed		<p>DESCRIPTION</p> <p>The total number of leads from calling lists (counting records from the same lead as one record) processed to the point that no further action will be taken. (A lead—also called a chain—is a set of records from calling list(s) related to a specific customer or contact. A lead or chain may include one or more records belonging to the same contact.) CampRecordsCompleted can also apply to a specified campaign, in which case the statistic is the total number of records processed during that campaign.</p> <p>Note that “records processed” in the context of “LeadProcessed” does not necessarily mean that the contact has been successful or answered. A “processed” lead usually means that the contact has been dialed, but processing can also be done without dialing. Note also that a chain (lead) can be processed several times during the lifetime of a campaign.</p> <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of chains (leads) processed from any calling list in this campaign.• Applied to CallingList, this stat type calculates the number of chains (leads) processed by any campaign from this calling list.• Applied to CampaignCallingList, this stat type calculates the number of chains (leads) processed by a specified campaign from a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITDetected

MAIN MASK DialSITDetected		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITDetected. A Special Information Tone (SIT) identifies a network-provided announcement and precedes a machine-generated announcement when, for instance, a telephone number is invalid, no circuit is available, or a recorded operator message intercepts a call. (See these stat types for more information: CampSITInvalidNum , CampSITNoCircuit , CampSITOperIntercept , CampSITReorder , CampSITUnknown , and CampSITVacant .) <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSIT-Detected) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITDetected) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSIT-Detected) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITInvalidNum

MAIN MASK DialSITInvalidNum		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITInvalidNum: a Special Information Tone (SIT) precedes an announcement pertaining to an invalid telephone number. (See CampSITDetected for additional information.) <ul style="list-style-type: none">• Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of Dial SITInvalidNum) performed on behalf of a specified campaign while the campaign is running.• Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by any campaign from records on this calling list.• Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of Dial SITInvalidNum) initiated by a specified campaign from records on a specified calling list assigned to this campaign. CallingList and CampaignCallingList object types were removed in the 6.5 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Campaign			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

CampSITNoCircuit

MAIN MASK DialSITNoCircuit		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITNoCircuit; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that no circuit is available. (See CampSITDetected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITNoCircuit) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITNoCircuit) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITOperIntercept

MAIN MASK DialSITOperIntercept		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITOperIntercept; that is, the call is intercepted by an operator. (See CampSITDetected for additional information.)</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITOperIntercept) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITOperIntercept) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITOperIntercept) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITReorder

MAIN MASK DialSITReorder		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITReorder; that is, a reorder signal indicates that there is a problem connecting to the telephone number dialed. (See CampSITDetected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITReorder) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITReorder) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITReorder) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITUnknown

MAIN MASK DialSITUnknown		<div>DESCRIPTION</div> <p>The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DialSITUnknown; that is, a Special Information Tone (SIT) is present but not recognizable.</p> <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DialSITUnknown) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DialSITUnknown) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CampSITVacant

MAIN MASK DialSITVacant		DESCRIPTION The total number of unsuccessful dialing attempts initiated by a Campaign Manager with a call result of DIALSITVacant; that is, an announcement, preceded by a Special Information Tone (SIT), indicates that the telephone number is not assigned to anyone. (See CampSIT-Detected for additional information.) <ul style="list-style-type: none">Applied to Campaign, this stat type calculates the number of unsuccessful dialing attempts (ending with the call result of DIALSITVacant) performed on behalf of a specified campaign while the campaign is running.Applied to CallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by any campaign from records on this calling list.Applied to CampaignCallingList, this stat type calculates the number of unsuccessful dialing attempts (ending with a call result of DIALSITVacant) initiated by a specified campaign from records on a specified calling list assigned to this campaign.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT CampaignAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) CallingList, Campaign, CampaignCallingList			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Current_Handled

MAIN MASK N/A		DESCRIPTION The total number of chat interactions within the tenant's chat system that are currently at an agent's desktop. This stat type is calculated as follows: $\text{Sum}(\text{EventPartyAdded} - \text{EventPartyRemoved})$ where Party is an agent. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE TotalCurrent		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Handled			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Chat_Current_Waiting

MAIN MASK N/A		DESCRIPTION The current number of chat interactions within the tenant's chat system that have been submitted for processing excluding those interactions that are currently being processed by any tenant resource. This stat type is calculated as follows: Sum (EventInteractionSubmitted + EventPlacedInQueue + EventPlacedInWorkbin - EventPartyAdded [Operation:Pull] - EventProcessingStopped [State: Queued]) Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Current Waiting			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Chat_Total_Abandoned

MAIN MASK N/A		DESCRIPTION The total number of chat interactions that were abandoned within a specified reporting period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Abandoned			
OBJECT TYPE(s) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Answer_Time

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total amount of time involved in answering chat interactions.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Answer Time			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Answered

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions that were answered within the specified reporting period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Answered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Entered

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of chat interactions that entered a tenant through all entry points during a specified reporting period.</div> <div>This stat type is calculated as follows: Sum (EventInteractionSubmitted)</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Entered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Handle_Time

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total amount of time that any agent within this tenant spends handling chat interactions at his desktop.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Handle Time			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Inbound_Handled

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of inbound chat interactions that were handled by tenant resources within a specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Inbound Handled			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Chat_Total_Transfers

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The total number of times that inbound chat interactions were transferred within the specified period. If a chat interaction is transferred more than once, this stat type counts each instance.</p> <p>This stat type is calculated as follows: Sum (EventPartyAdded [Operation: Transfer]) where Party is a tenant in a multitenant environment or the entire contact center in a single-tenant environment.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GCHR Total Transfers			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Consult_Time_Made

MAIN MASK CallConsultOriginated		DESCRIPTION The total duration of consultation voice interactions at an agent's RegDN in which that agent was the initiating party. This stat type includes durations that voice interactions were placed on hold by the agent. Applied to GroupAgents or GroupPlaces, this stat type provides the total duration of consultation voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group where the agents were the initiating party. Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call. This stat type is calculated as follows: Sum (RegDN.CallConsultOriginated.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Consult_Time_Taken

MAIN MASK CallConsultReceived		<div>DESCRIPTION</div> <p>The total duration of consultation voice interactions at an agent's RegDN in which that agent was not the initiating party. This stat type includes durations that voice interactions were placed put on hold by the agent.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type provides the total duration of consultation voice interactions on the DNs of all agents in a specified agent group where the agents were not the initiating partyApplied to GroupPlaces, this stat type provides the total duration of consultation voice interactions on all the DNs at places belonging to specified place group where the agents were not the initiating party. <p>Because DCID is not turned on, this stat type includes the duration of every instance of consultation originations even if performed more than once on a single call.</p> <p>The calculation is shown below.</p> <p>Sum (RegDN.CallConsultReceived.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

CurrAgentsLoggedIn

MAIN MASK *, ~LoggedOut		DESCRIPTION The number of agents that are currently logged in at all the DNs within a specified agent group, or at all the DNs at places within the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsLoggedInQueue

MAIN MASK AgentLogin		DESCRIPTION The number of agents that are currently logged into a given queue. Applied to GroupQueues, this stat type sums all the DNs that have agents currently logged in to the queues within the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyInQueue

MAIN MASK AgentReady		DESCRIPTION The number of agents who are currently in the Ready state, and who are logged in to the specified queue. Applied to GroupQueues, this stat type sums all the DNs that have agents who are currently logged in to the queues within the specified group, and who are ready to handle calls.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrAgentsReadyRatio

MAIN MASK AgentReady		DESCRIPTION The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue. Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group.	
RELATIVE MASK AgentLogin	AGGREGATIONTYPE N/A		
CATEGORY CurrentRelative- NumberPercentage	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_In_Queue

MAIN MASK CallWait		DESCRIPTION The number of live voice interactions currently waiting on a queue or at a route point. Applied to GroupQueues, this stat type shows the total number of interactions waiting on all queues within a specified group. This stat type is identical to CurrNumberWaitingCalls .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_Interaction_In_Processing

MAIN MASK InteractionHandling		DESCRIPTION The total number of interactions being handled by this resource at the moment of measurement. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.• Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group. This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows: Sum (EventPartyAdded [Operation:Pull] - EventPlacedInQueue - EventPlacedInWorkbin - EventProcessingStopped [State: NotQueued]) If a filter is applied, only interactions of a particular media type are accounted for. If no filter is applied, interactions of all media types are accounted for. InteractionHandling is an alias for the following masks: <ul style="list-style-type: none">• CallInbound• CallInternal• CallOutbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Current_Interactions_In_Processing

MAIN MASK InteractionHandling		DESCRIPTION The total number of interactions being handled by this resource at the moment of measurement. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the current number of interactions being processed by all the agents in a specified agent group.• Applied to GroupPlaces, this stat type provides the current number of interactions being processed by all the agents logged in at places belonging to specified place group. This stat type accounts for the current number of interactions waiting at a queue or routepoint for processing and is calculated as follows: Sum (EventPartyAdded [Operation:Pull] - EventPlacedInQueue - EventPlacedInWorkbin - EventProcessingStopped [State: NotQueued]) If a filter is applied, only interactions of a particular media type are accounted for. If no filter is applied, interactions of all media types are accounted for. InteractionHandling is an alias for the following masks: <ul style="list-style-type: none">• CallInbound• CallInternal• CallOutbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupPlaces, GroupAgents, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentAgentState

MAIN MASK *		<div>DESCRIPTION</div> <p>The current state (status) of a specified agent. Some examples of an agent’s status include CallInbound, CallOutbound, and CallConsult.</p> <p>Prior to the 6.0 release, the stat type name was CurAgentState.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentDNState

MAIN MASK *		DESCRIPTION The current status of a regular directory number (RegDN) such as Call-Inbound or CallOutbound.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentGroupState

MAIN MASK *		<div>DESCRIPTION</div> <div>The current status of GroupAgents or GroupPlaces.</div> <div>Prior to the 6.0 release, the stat type name was CurGroupState.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT GroupStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentNotReadyAgents

MAIN MASK *, ~WaitForNextCall, ~LoggedOut		DESCRIPTION The number of agents who are currently logged in and who are currently in the NotReady state. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs in a specified agent group.• Applied to GroupPlaces, this stat type provides the number of all logged-in agents who are not ready to handle calls, on all the DNs at places belonging to a specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentPlaceState

MAIN MASK *		DESCRIPTION The current status of a specified place. Here are some examples of possible statuses at a place: CallInbound (handling inbound calls), CallOutbound (handling outbound calls), AfterCallWork (such as performing follow-up paperwork after a call).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentState	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrentReadyAgents

MAIN MASK WaitForNextCall		DESCRIPTION The number of agents who are currently in the Ready state. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type provides the number of all agents who are ready to handle calls, on all the DNs in a specified agent group.• Applied to GroupPlaces, this stat type provides the number of all agents who are ready to handle calls, on all the DNs at places belonging to a specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrMaxCallWaitingTime

MAIN MASK CallWait		DESCRIPTION The maximum waiting time for live or virtual voice interactions currently on a queue or at a route point. Applied to GroupQueues, this stat type calculates statistics for all the queues in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentMaxTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberACWStatuses

MAIN MASK AfterCallWork		DESCRIPTION The current number of agents in the AfterCallWork status. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of all the agents in the group that are in the AfterCallWork status.• Applied to GroupPlaces, this stat type calculates the current number of agents in the AfterCallWork status who are logged in on places belonging to the specified place group. The following are subtypes of AfterCallWork: <ul style="list-style-type: none">• AfterCallWorkUnknown—work following a call of unknown type• AfterCallWorkInternal—work following internal call• AfterCallWorkInbound—work following inbound call• AfterCallWorkOutbound—work following outbound call• AfterCallWorkConsult—work following consultation call	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberASM_EngagedStatuses

MAIN MASK ASM_Engaged		DESCRIPTION The current number of agents in ASM_Engaged status. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of ASM_Engaged statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of ASM_Engaged statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupAgents, GroupPlaces			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberASMOutboundStatuses

MAIN MASK ASM_Outbound		<div>DESCRIPTION</div> <div>The current number of agents in ASM_Outbound status.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of ASM_Outbound statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of ASM_Outbound statuses for all the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberConsultStatuses

MAIN MASK CallConsult		<div>DESCRIPTION</div> <div>The current number of agents in CallConsult status (participating in consultation calls)</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallConsult statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallConsult statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberDialingStatuses

MAIN MASK CallDialing		<div>DESCRIPTION</div> <div>The current number of agents in CallDialing status (dialing calls).</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallDialing statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallDialing statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberHoldStatuses

MAIN MASK CallOnHold		<div>DESCRIPTION</div> <div>The current number of agents in CallOnHold status; that is, where the agent has one or more calls on hold.</div> <div><ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallOnHold statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallOnHold statuses for all the agents logged in at places belonging to the specified place group.</div>	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInboundStatuses

MAIN MASK CallInbound		<div>DESCRIPTION</div> <div>The current number of agents in CallInbound status; that is, where the agent is conducting one or more inbound calls.</div> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of CallInbound statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of CallInbound statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberInternalStatuses

MAIN MASK CallInternal		<div>DESCRIPTION</div> <div>The current number of agents in CallInternal status; that is, where the agent is conducting one or more internal calls.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the current number of CallInternal statuses for all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the current number of CallInternal statuses for all the agents who are logged in at places belonging to the specified place group.</div>	
RELATIVE MASK N/A			
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberNotReadyStatuses

MAIN MASK NotReadyForNextCall		DESCRIPTION The current number of agents in the NotReadyForNextCall status; that is, the agent is logged in on one or more DNs that are not available for the next call. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of NotReadyForNextCall statuses for agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of agents in the NotReadyForNextCall status who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberOutboundStatuses

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <div>The current number of agents in CallOutbound status; that is, where the agent is conducting one or more outbound calls.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallOutbound statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallOutbound statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberRingingStatuses

MAIN MASK CallRinging		<div>DESCRIPTION</div> <div>The current number of agents in CallRinging status; that is, where one or more calls are waiting to be answered by an agent.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of CallRinging statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of CallRinging statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberWaitingCalls

MAIN MASK CallWait		<div>DESCRIPTION</div> <p>The total number of live or virtual voice interactions currently waiting at a distribution DN. Applied to GroupQueues, this stat type calculates the total number of interactions waiting on all the queues belonging to the specified group.</p> <p>DCID was first applied in the 7.0.1 release of this stat type.</p> <p>This stat type is identical to Current_In_Queue.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

CurrNumberWaitStatuses

MAIN MASK WaitForNextCall		DESCRIPTION The current number of agents in WaitForNextCall status; that is, where one or more of an agent's DNs has no activity and is ready to receive the next call. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the current number of WaitForNextCall statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the current number of WaitForNextCall statuses for all the agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistribCallsPercentage

MAIN MASK CallDistributed		DESCRIPTION The percentage of live or virtual voice interactions distributed from a queue or route point relative to the number of interactions distributed and abandoned from that same queue or route point. Applied to GroupQueues, this stat type shows the percentage of voice interactions distributed from all the queues in the group relative to the total number of voice interactions abandoned and distributed from the specified group of queues. This stat type is calculated as follows: (Sum(CallDistributed) * 100) / (Sum(CallAbandoned) + Sum(CallDistributed)) Voice interactions redirected from a queue (CallCleared) are not included in this calculation.	
RELATIVE MASK CallAbandoned, CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumber- Percentage	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

DistributeTime

MAIN MASK CallDistributed, CallCleared		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed—the cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) DCID was first applied in the 7.0.1 release of this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

EstimTimeToDistribCall

MAIN MASK CallWait		DESCRIPTION The estimated time taken to abandon or distribute live or virtual voice interactions currently waiting on a specified queue or at a specified route point. Applied to GroupQueues, the estimated waiting time pertains to all queues in the specified group. EstimTimeToDistribCall is calculated as follows: CurrentNumber of Calls Waiting in Queue x IntervalDuration / TotalNumber of Calls Abandoned or Distributed during the interval. A 5-minute interval is recommended for IntervalDuration.	
RELATIVE MASK CallAbandoned, CallDistributed	AGGREGATIONTYPE N/A		
CATEGORY EstimTimeToEnd- CurrentNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

ExpectedWaitTime

MAIN MASK CallWait		DESCRIPTION Provides an estimate of the amount of time, in seconds, that the last interaction that entered a queue or route point waited before it was distributed to an agent, another queue, or another route point.	
RELATIVE MASK CallDistributed, CallAbandoned	AGGREGATIONTYPE N/A		
CATEGORY ExpectedWaitTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Entered

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions that entered this tenant through all entry points. This stat type is calculated as follows: New EmailIn where (type != INTERNAL) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total entered			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Forwarded

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that were forwarded. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_COLLABORATION_INVITE) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total forwarded			
OBJECT TYPE(s) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_In_Processing

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The total number of e-mail interactions in all tenant queue that have both been submitted and are in processing at the moment of measurement.</p> <p>When Contact Server starts, it counts the number of e-mail interactions that having <code>in_processing</code> status. The count gets updated every time a new e-mail interaction enters or exits <code>in_processing</code> status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Current In Processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Internal

MAIN MASK N/A		<p>DESCRIPTION</p> <p>The total number of internal e-mail interactions created by tenant resources.</p> <p>This stat type is calculated as follows: Inserted EmailIn where (type = INTERNAL)</p> <p>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total internal			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Maximum

MAIN MASK N/A		<div>DESCRIPTION</div> <p>The highest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period.</p> <p>When Contact Server starts, it counts the number of e-mail interactions that having <code>in_processing</code> status. The count gets updated every time a new e-mail interaction enters or exits <code>in_processing</code> status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds.</p> <p>The Stat Server java extension (<code>eServiceContactStat.jar:max number in processing</code>) can calculate statistics as minimum or maximum for a requested time period.</p> <p>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:max number in processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Minimum

MAIN MASK N/A		DESCRIPTION The lowest number of inbound e-mail interactions that were either waiting processing or were in processing at the tenant during the requested time period. When Contact Server starts, it counts the number of e-mail interactions that having in_processing status. The count gets updated every time a new e-mail interaction enters or exits in_processing status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds. The Stat Server java extension (eServiceContactStat.jar:min number in_processing) can calculate statistics as minimum or maximum for a requested time period. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:min number in processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Not_Submitted

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions that have not been submitted to the Interaction Server by the e-mail server. When Contact Server starts, it counts the number of e-mail interactions that having pending status. The count gets updated every time a new e-mail interaction enters or exits pending status. To optimize the data stream, messages are not sent following each email transition, but rather at periodic intervals defined in Contact Server options. The default interval is every 30 seconds. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:current unsubmitted			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Oldest_Age

MAIN MASK N/A		DESCRIPTION The age of the inbound e-mail interaction having the longest duration at the end of the reporting interval. When Contact Server starts, it selects a list of inbound e-mail interactions (Id, CreatedDate) having a status other than STOPPED and orders them by CreatedDate. The oldest interaction is the first one on the list. List size is limited to 100 interactions. Each time the status of an inbound e-mail interactions changes to STOPPED, the interaction is removed from the list if it still resides there. If the stopped interaction is the first one, the next one on the list becomes the oldest inbound e-mail interaction and an event is triggered. When the list is empty, another select query is performed to get a listing of oldest, inbound e-mail interactions. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT DNStatus		
JAVASUBCATEGORY eServiceContactStat.jar:age of oldest email			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

General_Email_Outbound

MAIN MASK N/A		DESCRIPTION The total number of purely outbound e-mail interactions sent by tenant resources. This stat types is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype = OUTBOUND_NEW) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total outbound			
OBJECT TYPE(s) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Redirected

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that were re-directed within the tenant. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype= OUTBOUND_REDIRECT) Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total redirected			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Responded

MAIN MASK N/A		DESCRIPTION The total number of inbound e-mail interactions that tenant resources responded to within the reporting period. This stat type excludes auto-acknowledgement responses. This stat type is calculated as follows: Updated EmailOut where (SentDate is modified) and (subtype=OUTBOUND_REPLY or subtype=OUTBOUND_AUTO_RESPONSE) This stat types calculates all such responses, even if more than one response was sent for a particular inbound e-mail interaction. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total responded			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Response_Time

MAIN MASK N/A		DESCRIPTION The total amount of time that tenant resources spent responding to inbound e-mail interactions within the reporting period. This stat type counts only the first meaningful response sent with respect to an inbound e-mail interaction. The responded-to date is the SentDate of the sent e-mail interaction (EmailOut) and ResponseTime=RespondedDate - CreatedDate. Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:emailin responsetime			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Terminated

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of inbound e-mail interactions that were terminated within the tenant.</div> <div>Note: At this time, this stat type always returns a 0 value.</div> <div> </div> <div>This stat type is calculated as follows: Updated EmailIn where (status=STOPPED) and (type=INBOUND)</div> <div> </div> <div>Note: You must have the eServiceContact Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceContactStat.jar:total terminated			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Transfers

MAIN MASK N/A		DESCRIPTION The total number of transfers made with respect to inbound interactions within the tenant. This stat type counts each instance of transfer even if a particular e-mail interaction is transferred more than once. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Total Transfers			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

General_Email_Waiting_Processing

MAIN MASK N/A		<p>DESCRIPTION</p> <p>The total number of e-mail interactions that have both been submitted and are awaiting processing for all queues within the tenant at the moment of processing.</p> <p>This stat type is calculated as follows: Sum(Current Waiting Processing) for all e-mail queues of the tenant</p> <p>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:GEHR Current Waiting Processing			
OBJECT TYPE(S) Tenant			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

HandleDNActionTime

MAIN MASK CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown		DESCRIPTION The accumulated duration of completed CallInbound, CallInternal, CallOutbound, CallUnknown, or CallConsult actions that occurred at this agent DN or at all DNs configured for this place. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the accumulated duration of the completed aforementioned actions that occurred at agent DNs where the agents belong to the specified agent group.• Applied to GroupPlaces, this stat type calculates the accumulated duration of the completed aforementioned actions that occurred at all DNs associated with agents logged in at the places included in the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 8.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Hold_Time_Inbound

MAIN MASK CallOnHoldInbound		DESCRIPTION The total amount of time this agent or an agent at this place put inbound calls on hold. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the duration of inbound calls placed on hold by all agents in a specified agent group.• Applied to GroupPlaces, this stat type calculates the duration inbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Hold_Time_Outbound

MAIN MASK CallOnHoldOutbound		DESCRIPTION The total amount of time that this agent or an agent at this place put outbound calls on hold. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the duration outbound calls placed on hold by all agents in a specified agent group.• Applied to GroupPlaces, this stat type calculates the duration outbound calls placed on hold by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Inbound_Interactions_Stopped

MAIN MASK InteractionStoppedInbound		DESCRIPTION The total number of inbound interactions that were terminated by an agent at this place or this agent at his desktop during the specified period. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of inbound interactions terminated by all agents in a specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions terminated by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Inbound_Transfers_Made

MAIN MASK InteractionTransferMadeInbound		DESCRIPTION The total number of inbound interactions transferred by this agent from his desktop. This stat type counts every instance of interaction transfer, even if the agent transfers the same interaction more than once. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of inbound interactions transferred by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of inbound interactions transferred by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Interactions_Accepted

MAIN MASK InteractionAccepted		DESCRIPTION The total number of interactions that were offered for processing to this resource, and that were accepted during the specified period.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Offered

MAIN MASK InteractionDeliveringStarted		DESCRIPTION The total number of interactions that were offered for processing to this resource during the specified period. This stat type counts interactions both offered by business routing strategies and other agents.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Processed

MAIN MASK InteractionHandling		DESCRIPTION The total number of interactions handled by an agent at this place or this agent at his desktop during the specified period. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of interactions handled by all agents at their desktops in a specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of interactions handled by all agents, at their desktops, who are logged in at places belonging to the specified place group. The calculation for this stat type is shown below. Total Timed Out + Total Placed to Queue + Total Stopped Processing + Total Transferred InteractionHandling is an alias for the following masks: <ul style="list-style-type: none">• CallInbound• CallInternal• CallOutbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Processing_Time

MAIN MASK InteractionHandling		<div>DESCRIPTION</div> <div>The total amount of time that interactions either:</div> <ul style="list-style-type: none">• Were in processing at this place or this agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or• Started processing within the reporting interval and finished processing within the same reporting interval. <div>InteractionHandling is an alias for the following masks:</div> <ul style="list-style-type: none">• CallInbound• CallInternal• CallOutbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Pulled

MAIN MASK InteractionPulled		<div>DESCRIPTION</div> <div>The total number of interactions that this agent pulled from any queue.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of interactions pulled by all agents within a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of interactions pulled by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Rejected

MAIN MASK InteractionRejected		DESCRIPTION The total number of interactions that were offered for processing to the this agent, and that were rejected, during the specified period. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of offered and rejected interactions by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of offered and rejected interactions by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Interactions_Timed_Out

MAIN MASK InteractionRevoked		DESCRIPTION The total number of interactions that were accepted, pulled, or created and subsequently revoked by this resource during the specified period because of prolonged nonactivity. For e-mail interactions, this stat type excludes revoked e-mail interactions that were rejected by the agent and includes interactions that timed out as not accepted while delivering.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Interactions_Initiated

MAIN MASK InteractionStartedInternal		<div>DESCRIPTION</div> <div>The total number of internal interactions originated by this agent.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of internal interactions originated by all agents in a specified agent group• Applied to GroupPlaces, this stat type calculates the total number of internal interactions originated by all agents who are logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Made

MAIN MASK CallInternalOriginated		DESCRIPTION The total amount of time this agent spent handling internal calls which the agent initiated. This stat type includes durations of voice interactions that were placed on hold by the agent.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Internal_Time_Taken

MAIN MASK CallInternalReceived		DESCRIPTION The total amount of time this agent spent handling internal calls which the agent received. This stat type includes durations of voice interaction that were placed on hold by the agent.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Entered

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions that entered a queue. This stat type includes those interactions that were placed in queue upon creation. This stat type counts each entrance instance even if a particular e-mail interaction enters a specific queue more than once. This stat type does not count interactions that are taken from the queue for processing and left in the queue upon completion of processing. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Entered			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_In_Processing

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions in queue that are being processed at the moment of measurement. This stat type excludes e-mail interactions that are in queue waiting to be processed. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current in Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

IxnQueue_Email_In_Queue

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions in queue at the moment of measurement.</div> <div>The calculation for this stat type is shown below.</div> <div>Current Waiting Processing + Current in Processing</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current in Queue			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

IxnQueue_Email_Maximum

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The highest number of e-mail interactions in queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Maximum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Minimum

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The lowest number of e-mail interactions in queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Minimum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Moved

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of e-mail interactions that were moved from this queue to any other queue during the reported time period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Moved			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Stopped

MAIN MASK N/A		DESCRIPTION The total number of e-mail interactions for which processing has stopped while in this queue during the reported time period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Total Stopped			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

IxnQueue_Email_Waiting_Processing

MAIN MASK N/A		<div>DESCRIPTION</div> <div>The total number of email interactions that have been submitted, are currently waiting processing, and are not being processed at the moment of measurement.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:EQR Current Waiting Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	EXTENDED PARAMETERS N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Max_Time_to_Abandon

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION <p>The maximum time that live or virtual voice interactions waited in a queue or route point before they were abandoned. An interaction is abandoned if the caller hangs up before the interaction is distributed from a distribution DN or if the customer line is dropped for any reason. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for abandoned voice interactions on all distribution DNs within the group.</p> <p>During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which includes interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Max_Time_to_Answer

MAIN MASK CallAnswered		DESCRIPTION The maximum time that live or virtual voice interactions waited in a queue or at a route point before being answered by this agent. Applied to GroupQueues, this stat type represents the maximum duration of all wait times for answered interactions distributed from all queues or route points in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Maximum_Calls

MAIN MASK CallWait		DESCRIPTION The maximum number of voice interactions simultaneously waiting in this queue during the given interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MaxNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

MediaX_Current_In_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that have been submitted to this staging area and that are currently in processing.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current In Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Current_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X within this staging area at the moment of measurement.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current in Queue			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Current_Waiting_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that have been submitted to this staging area and that are currently awaiting processing.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Current		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Current Waiting Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Maximum_Interactions_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The maximum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Maximum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Maximum Interactions			
OBJECT TYPE(s) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Minimum_Interactions_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The minimum number of interactions of the media type X that either were awaiting processing or were in processing within this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Minimum		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Minimum Interactions			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

MediaX_Stopped_Processing_In_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that stopped processing while in this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Stopped Processing			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

MediaX_Total_Entered_Queue

MAINMASK N/A		<div>DESCRIPTION</div> <div>The total number of interactions of the media type X that entered this staging area during the specified period.</div> <div>Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Entered			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

MediaX_Total_Moved_From_Queue

MAIN MASK N/A		DESCRIPTION The total number of interactions of the media type X that were moved from this staging area to any other staging area during the specified period. Note: You must have the eServiceInteraction Stat Server Java Extension loaded in order to use this stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE Total		
CATEGORY JavaCategory	SUBJECT N/A		
JAVASUBCATEGORY eServiceInteractionStat.jar:OMQ Total Moved			
OBJECT TYPE(S) StagingArea			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	EXTENDED PARAMETERS MediaType=x	USED IN WHICH REPORTING APPLICATION Real-Time Reporting, Historical Reporting

Minimum_Calls

MAIN MASK CallWait		DESCRIPTION The minimum number of voice interactions simultaneously waiting in this queue during the given interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY MinNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

N_Calls_Cleared

MAIN MASK CallCleared		DESCRIPTION The total number of voice interactions that have been cleared from this queue or routing point. This stat type counts every voice interaction that leaves a given queue or routing point because of being delivered to an agent from another queue. In other words, <i>cleared</i> means that an interaction is diverted from another queue, with a CallState of Cleared or Diverted, in the case of a regular ACD queue, or with a CallState of Redirected, in the case of a virtual queue. Applied to GroupQueues, this stat type sums all voice interactions cleared from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

N_Calls_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of voice interactions that have been diverted from a queue or routing point to an agent's DN for further processing. Applied to GroupQueues, this stat type sums all voice interactions distributed from all the queues in a specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

N_Released

MAIN MASK CallReleased		DESCRIPTION The total number of voice interactions that have been released by agents. Applied to GroupQueues, this stat type sums statistics for all the DNs on which agents are logged in at queues in the specified group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

NotReadyAgentsRatio

MAIN MASK WaitForNextCall		DESCRIPTION The number of agents who are in the Ready state, out of all the agents who are currently logged in to the specified queue. Applied to GroupQueues, this stat type calculates statistics for all the DNs that have agents logged in to the queues within the specified group. Note that, despite its name, this stat type actually calculates the ratio of “ready” agents. It is recommended that you rename this stat type to ReadyAgentsRatio in your environment and reassign it, under the new name, to the Real-Time and Historical templates (in particular, the templates using the Ready Ratio CCPulse+ metric).	
RELATIVE MASK *, ~LoggedOut	AGGREGATIONTYPE N/A		
CATEGORY RelativeNumberPercentage	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

OldestWaitTime

MAIN MASK CallWait		<div>DESCRIPTION</div> <div>The longest amount of time that current interactions have been waiting at a particular queue or routing point.</div> <div>When applied to GroupQueues, this stat type calculates the longest wait time of interactions for all queues in the group.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY CurrentMaxTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Queue, RoutePoint, GroupQueues			
INTRODUCED IN 8.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Outbound_Interactions_Initiated

MAIN MASK InteractionStartedOutbound		DESCRIPTION The total number of purely outbound e-mail interactions originated by a resource.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

ServiceFactor1

MAIN MASK CallAbandoned, CallAbandonedFromRinging, CallAnswered		DESCRIPTION An empirical ratio which can be used to measure performance for a queue and/or route point. Its formula yields results different from 0 only for “final” queues and/or route points; that is, queues and/or route points from which calls are intended to be distributed directly to agents. This stat type is not designed to be used for intermediate queues or route points, such as those designed primarily to distribute calls to other queues or route points. This stat type’s formula requires setting two separate thresholds while requesting this statistic; the value of these thresholds greatly influence the statistic’s value. Setting meaningful thresholds and applying this statistic to “valid” queue /route point is your responsibility. ServiceFactor1 is calculated as follows: $\frac{(nAnswTh1 * 100)}{(nAnsw + nAband - nAbandTh2)}$ where <ul style="list-style-type: none">• nAnswTh1 represents the number of calls answered within the first threshold, Th1.• nAnsw is the number of calls answered.• nAband is the number of abandoned calls.• nAbandTh2 is number of calls abandoned within the second threshold, Th2. Note: You are supposed to set Th1 to a reasonable range, reflecting your real (or strategic) behavior—from 10 to 60 seconds, for example—so that nAnswTh1 calculates the number of answered calls within the expected threshold for calls to be answered. Th2 should be defined as a smaller range—from 0 to 5 seconds, for example—so that nAbandTh2 calculates short abandoned calls.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY ServiceFactor1	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Talk_Time_Inbound

MAIN MASK CallInbound		DESCRIPTION The total amount of time an agent spent handling live, inbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent and the time spent on related after-call work.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Talk_Time_Outbound

MAIN MASK CallOutbound		DESCRIPTION The total amount of time this agent spent on live, outbound calls. This stat type excludes durations that voice interactions were placed on hold by the agent as well as the time spent on related after call work. This stat type also excludes durations spent on outbound voice interactions that are part of an outbound campaigns, including ASM interactions.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandon_Time

MAIN MASK CallAbandoned		DESCRIPTION The total time that live or virtual voice interactions waited on an ACD queue, virtual queue, or route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging). This stat type replaces the Total_Time_To_Abandon stat type (which differs from the Total_Time_to_Abandon stat type).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandoned

MAIN MASK CallAbandoned		DESCRIPTION The total number of voice interactions that were terminated by the caller while in this queue. This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandonedWhileRinging).	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Abandoned_WR

MAIN MASK CallAbandonedFromRinging		DESCRIPTION The total number of live, voice interactions that were distributed from this distribution DN to an agent and terminated by the caller before the agent could answer. This stat type excludes interactions that were sent to other queues or routepoints before being distributed to an agent and then abandoned by the caller.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_AfterCallWork_Agent_St_Number

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <div>The total number of times that agents were in AfterCallWork status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total AfterCall-Work statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum(Agent_AfterCallWork)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Answered

MAIN MASK CallAnswered		DESCRIPTION The total number of voice interactions that were distributed from a queue to this agent and were answered. This stat type excludes interactions that were sent to other queues before being answered.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_ASM_Engage_Time

MAIN MASK ASM_Engaged		<div>DESCRIPTION</div> <div>The total time that agents spent in ASM_Engaged status.</div> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the group were in the ASM_Engaged status.• Applied to GroupPlaces, this stat type calculates the total time of agents in the ASM_Engaged status who were logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls

MAIN MASK CallConsult, CallInternal, CallOutbound, CallInbound, CallUnknown, ASM_Outbound		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in one or more of the call-handling statuses, which include CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), CallUnknown (calls of unknown types), and ASM_Outbound.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of times that all the agents in the specified agent group completed being in one or more of the call-handling statuses.• Applied to GroupPlaces, this stat type calculates the total number of times in these statuses for all the agents who were logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls included those statuses where the agent's DN(s) was still in one of the call-handling statuses at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A for H Rept 7.0 for R-T Rept	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Abandoned

MAIN MASK CallAbandoned, CallAbandonedFromRinging		<div>DESCRIPTION</div> <p>The total number of virtual or live voice interactions abandoned on a specified queue or route point when a caller hangs up while waiting on that queue or at that route point or if the customer line is dropped for any reason. The total number of transitions from a queued state to a NULL state when a party was abandoned from a specified queue or route point. Because DCID is turned on, Stat Server counts a specific interaction that was abandoned on more than one queue or route point only once.</p> <p>During the 6.5 release, this stat type was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.</p> <p>For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsAband.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Answered

MAIN MASK CallAnswered		DESCRIPTION The total number of virtual or live voice interactions distributed from a queue or route point directly to this agent and answered by this agent. Applied to GroupQueues, this stat type sums all answered calls (distinguished by connection ID) for all the queues or route points in that group. Note that because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction that is distributed from several queues or route points in the same group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Answered_In_Threshold

MAIN MASK CallAnswered		DESCRIPTION The total number of live or virtual voice interactions distributed from a queue or route point directly to this agent and answered by this agent within specified threshold (measured in seconds). As applied Group-Queues, this stat type sums all answered interactions within the specified threshold for all queues or route points in that group. Because the DistinguishByConnID option is turned on, Stat Server counts an answered interaction distributed from several queues or route points within the same queue group only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 6.5	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_ASM_Outbound

MAIN MASK ASM_Outbound		DESCRIPTION The total number of ASM (Active Switching Matrix) outbound calls placed automatically for this agent or a place and then connected to the intended contact person. Applied to GroupAgents or GroupPlaces, this stat type sums all ASM outbound calls for all the agents or all the places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_ASM_Received

MAIN MASK ASM_Engaged		DESCRIPTION The total number of ASM (Active Switching Matrix) outbound calls placed automatically for an available agent who is waiting to be connected to the customer. Applied to GroupAgents or to GroupPlaces, this stat type sums all automatically placed calls for all agents or all places in their respective groups. Because DCID is turned on, Stat Server counts an outbound call that is placed with more than one available agent (or place) only once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Consult

MAIN MASK CallConsult		<div>DESCRIPTION</div> <p>The total number of CallConsult statuses that completed during the reporting interval; that is, the number of times that agents participated in consultation calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of times that agents in the specified agent group completed being in the CallConsult status.Applied to GroupPlaces, this stat type calculates the total number of completed CallConsult statuses for all agents who are logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Consult included those statuses where the agent's DN(s) was still in CallConsult status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Dialed

MAIN MASK CallDialed		DESCRIPTION The total number of interactions that this agent or place dials. Applied to GroupAgents or to GroupPlaces, this stat type sums all dialed interactions for all agents or all places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN 7.0	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of unique voice interactions, whether virtual or live, distributed from a specified queue or route point. The DistinguishByConnID option is turned on for this stat type; therefore, the Stat Server counts each distributed call only once, even if an interaction is distributed from a queue or a route point or group of queues more than one time. Applied to GroupQueues, this stat type sums all such interactions for all queues in the group. Note that redirected interactions are not included in the count for distributed interactions. For Real-Time Reporting, prior to the 6.5 release, the name of this stat type was TotalNumberCallsDistrib.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Distributed_In_Threshold

MAIN MASK CallAnswered		DESCRIPTION The total number of unique voice interactions, whether live or virtual, distributed from a specific queue or route point within the specified time threshold (measured in seconds). The DistinguishByConnID option is turned on for this stat type; therefore, Stat Server counts each distributed interaction only once, even if an interaction is distributed from a queue, route point, or group of queues more than once. Applied to GroupQueues, this stat type sums all the numbers of such interactions for all queues or route points in the same queue group. Note: Redirected calls are not included in the count for distributed calls.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN 6.5	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Calls_Entered

MAIN MASK CallEntered		DESCRIPTION The total number of first entries of voice interactions on a specified queue or at a specified route point. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) Because the DistinguishByConnID option is turned on, Stat Server counts each call only once, even if an interaction entered a specified queue or route point or group of queues more than one time. When applied to GroupQueues, this stat type sums the number of such interactions for all queues in the group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Inbound

MAIN MASK CallInbound		DESCRIPTION The total number of times this agent's DN completed being in CallInbound status within the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.• Applied to GroupPlaces, this stat type sums such status appearances for all agents logged in at places belonging to the specified place group. Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Inbound included interactions where the agent's DN(s) was still in CallInbound status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Internal

MAIN MASK CallInternal		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallInternal status.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type sums such status appearances for all agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in at places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Internal included interactions where the agent's DN(s) was still in CallInternal status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Outbound

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallOutbound status.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.• Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged in to places belonging to the specified place group <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Oubound included interactions where the agent's DN(s) was still in CallOutbound status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Calls_Unknown

MAIN MASK CallUnknown		<div>DESCRIPTION</div> <p>The total number of times this agent's DN completed being in CallUnknown status.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type sums such status appearances for all the agents in the specified agent group.• Applied to GroupPlaces, this stat type sums such status appearances for all the agents logged into to places belonging to the specified place group. <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Calls_Unknownincluded interactions where the agent's DN(s) was still in CallUnknown status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Cleared

MAIN MASK CallCleared		DESCRIPTION The total number of voice interactions that were cleared from this virtual queue. The concept of cleared calls applies to routing strategies where an interaction may wait in a virtual queue for one of several targets to become available. When a target does become available, the call is distributed to that target and is “cleared” from other targets.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Consult_Talk_Time

MAIN MASK CallConsult		<div>DESCRIPTION</div> <div>The total time that agents spent handling consult calls or chat sessions that ended during the reporting interval.</div> <div><ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total consult talk/chat time for all the agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type calculates the total consult talk/chat time for all the agents logged in at places belonging to the specified place group.</div> <div>Total_Conult_Talk_Time is calculated as follows: Sum(Agent_CallConsultStatus.time)</div> <div>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Conult_Talk_Time included consult calls that not only ended but were also in progress during the reporting interval.</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Dialing_Number

MAIN MASK CallDialing		<div>DESCRIPTION</div> <p>The total number of times that agents completed dialing calls within the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of times that dialing completed for all of the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times that dialing completed for all of the agents logged in at places belonging to the specified place group. <p>Total_Dialing_Time is calculated as follows: Sum(Agent_CallDialing_status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Dialing_Number included dialing that not only completed but also dialing that was in progress during the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Dialing_Time

MAIN MASK CallDialing		<div>DESCRIPTION</div> <p>The total time that agents completed dialing calls within the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type shows the total time in this status by agents of the specified agent group.• Applied to GroupPlaces, this stat type shows the total time in this status by agents logged in at places belonging to the specified place group. <p>This stat type is calculated as follows:</p> <p><code>Sum(Agent_CallDialing Status.time)</code></p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Dialing_Time included the time related to dialing that not only completed but also dialing that was in progress during the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Distribute_Time

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. This stat type is identical to Total_Time_to_Distribute and Total_Time_To_Distribute . This stat type replaces the Total_Time_To_Distribute stat type.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Distributed

MAIN MASK CallDistributed		DESCRIPTION The total number of voice interactions distributed from a queue, queue group, or routepoint regardless of destination. This stat type includes interaction distributions to the same queue, other queues, and/or route-points. And, because DCID is not turned on, this stat type counts each instance of interaction distribution even if a particular interaction is distributed more than once before being processed or abandoned.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Entered

MAIN MASK CallEntered		DESCRIPTION The total number of live voice or chat interactions that entered a distribution DN. This stat type counts all entries, even if a particular interaction enters a queue more than once or if the interaction enters several queues or route points. This stat type is identical to CallsEntered .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Forwarded

MAIN MASK CallForwarded		DESCRIPTION The total number of live, voice interactions that were distributed from a distribution DN to an agent and then transferred to another destination by redirection or forwarding. This stat type counts all instances of transfer, even if a particular interaction was transferred to another destination more than once. This stat type excludes interactions that were sent directly to other queues before being distributed to an agent and then forwarded or redirected.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Hold_Time

MAIN MASK CallOnHold		DESCRIPTION The total time that agents had the most recent call on hold for all instances where CallOnHold status completed within the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates this total time of such instances by all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates this total time of such instances by all the agents logged in to places belonging to the specified place group. Total_Hold_Time is calculated as follows: Sum(Agent_CallOnHold Status.time) Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Hold_Time included held interactions that were still in progress at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Inbound_Handled

MAIN MASK InteractionHandlingInbound		DESCRIPTION The total number of live or virtual inbound interactions handled by this agent. This number includes inbound interactions that were transferred to the agent as well as multiple instances of the agent handling the same interaction more than once. InteractionHandlingInbound is an alias for the following masks: <ul style="list-style-type: none">• CallInboundInbound• CallInternalInbound• CallOutboundInbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Login_Time

MAIN MASK *, ~LoggedOut, ~NotMonitored		DESCRIPTION The total time that monitored agents were logged in. This stat type does not include logged-in time when the switch is disconnected from Stat Server. Applied to GroupAgents and GroupPlaces, this stat type calculates the total login time for all the agents belonging to the specified group. Prior to the 6.5 release, this stat type was named TotalLoginTime for Real-Time Reporting.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Not_Ready_Agent_St_Number

MAIN MASK NotReadyForNextCall		DESCRIPTION The total number of times that agents are in NotReadyForNextCall status. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total NotReadyForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_NotReadyForNextCall status)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Agent_St_Time

MAIN MASK NotReadyForNextCall		DESCRIPTION The total time that agents spend in NotReadyForNextCall status. <ul style="list-style-type: none">Applied to GroupAgents, the formula calculates the total time agents spend in NotReadyForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, the formula calculates total time agents spend in NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_NotReadyForNextCall status.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Number

MAIN MASK NotReadyForNextCall		DESCRIPTION The total number of times that agents completed being in NotReady-ForNextCall status during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_NotReadyForNextCall status) Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Not_Ready_Number included interactions where the agent was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Not_Ready_Time

MAIN MASK NotReadyForNextCall		DESCRIPTION The total time that an agent's DN completed being in NotReadyForNextCall status during the reporting interval. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total duration of such statuses for all the agents' DNs of the specified agent group.Applied to GroupPlaces, this stat type calculates the total duration of such statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. <code>Sum(Agent_NotReadyForNextCall status.time)</code> Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Not_Ready_Time included interactions where the agent's DN was still in NotReadyForNextCall status at the end of the reporting interval as well as those interactions that completed during the interval. For Real-Time Reporting: Prior to the 6.0 release, the name of this stat type was TotalNotReadyTime. In release 6.1, the name was changed to TotalNotReadyStatusTime. In the release 6.5, the name was changed again to Total_Not_Ready_Time.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Being_Monitored

MAIN MASK BeingMonitored		DESCRIPTION The total number of interactions handled by this agent that were monitored during the reporting interval. This stat type counts every monitoring instance even if a specific interaction was monitored more than once. This stat type is calculated as follows: Sum(EventPartyAdded [Reason=Intrusion; Mode=Monitor; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coached

MAIN MASK BeingCoached		DESCRIPTION The total number of chat interactions handled by an agent that were coached during handling. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent]) This stat type counts each coaching instance separately even if the agent received coaching more than once on the same interaction.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Intrusion_Initiated

MAIN MASK CoachingByIntrusionInitiated		DESCRIPTION The total number of chat interactions handled by this agent that were coached by intrusion (as opposed to being coached upon request). This stat type counts every instance coaching by intrusion even if a specific interaction was coached by intrusion more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Intrusion; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Coaching_By_Request_Initiated

MAIN MASK CoachingByRequestInitiated		DESCRIPTION The total number of chat interactions handled by an agent where the agent requested coaching (as opposed to coaching by intrusion). This stat type counts every instance requested coaching even if this agent requested coaching on a specific interaction more than once. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Coach; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Initiated

MAIN MASK InteractionConferenceMade		DESCRIPTION The total number of successful attempts by this agent to initiate a chat conference or add another participant to an existing conference. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Conference; Initiator=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Conferences_Joined

MAIN MASK InteractionConferenceJoined		DESCRIPTION The total number of conference requests accepted by this agent. For a specific interaction that was conferenced more than once to this resource and was accepted, this stat type counts each instance separately. This stat type is calculated as follows: Sum (EventPartyAdded [Reason=Conference; Mode=Conference; Party=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Interactions_Invited_For_Coaching

MAIN MASK CoachingRequested		DESCRIPTION The total number of times this agent requested coaching regardless of whether coaching was granted. This stat type counts every coaching invitation even if this agent requested coaching on the same interaction more than once. This stat type is calculated as follows: Sum (EventAgentInvited [Reason=Conference; Mode=Coach; Initiator=Agent])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Conferences

MAIN MASK CallConferenceMade, CallConferenceJoined		DESCRIPTION The total number of unique conference interactions made (CallConferenceMade) or joined (CallConferenceJoined) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums unique conference calls for all agents or for all places in their respective groups.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Number_Of_Joined_To_Conference_By_Intrusion

MAIN MASK ConferenceJoinedByIntrusion		DESCRIPTION The total number interactions handled by this agent involved conferences that were joined by intrusion (as opposed to joined by request). This stat type counts every instance of intruded conferences even if a particular interaction involved conference by intrusion more than once. This stat type is calculated as follows: Sum (EventAgentInvited [Reason=Intrusion; Mode=Conference])	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Of_Monitoring_Initiated

MAIN MASK MonitoringInitiated		DESCRIPTION The total number of times interactions handled by this agent were monitored. This stat type counts every monitoring instance for this agent even if the same interaction was monitored more than once.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Made

MAIN MASK CallTransferMade		DESCRIPTION The total number of transfers made (CallTransferMade) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transfers made by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_of_Transfers_Taken

MAIN MASK CallTransferTaken		DESCRIPTION The total number of transferred voice interactions received (CallTransferTaken) by a specified agent. Applied to GroupAgents or GroupPlaces, this stat type sums all transferred voice interactions received by all of the agents in the respective group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_on_Hold

MAIN MASK CallOnHold		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in CallOnHold status during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, the stat type calculates the total number of such CallOnHold statuses for all the agents of the specified agent group.Applied to GroupPlaces, the stat type calculates the total number of such CallOnHold statuses for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <pre>Sum(Agent_CallOnHold status)</pre> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Number_on_Hold included interactions where the agent was still in CallOnHold status at the end of the reporting interval as well as those held interactions that completed during the interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0 Removed in 6.5	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Made

MAIN MASK InteractionTransferMade		<p>DESCRIPTION</p> <p>The total number of interactions transfers made by this agent during the specified period. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transfers made by all of the agents belonging to the respective group.</p> <p>This stat type counts each transfer instance separately including those where the agent transfers the same interaction more than once.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Number_Transfers_Taken

MAIN MASK InteractionTransferTaken		DESCRIPTION The total number of transferred interactions taken by this agent. Applied to GroupAgents or GroupPlaces, this stat type calculates the total number of transferred interactions taken by all of the agents belonging to the respective group. For interactions that were transferred more than once to this agent and taken, this stat type counts each instance of transfer separately.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Processing_Time

MAIN MASK InteractionHandlingInbound		<div>DESCRIPTION</div> <p>The total duration that inbound interactions that were either:</p> <ul style="list-style-type: none">• In processing at the agent's desktop at the beginning of the reporting interval and finished processing within the same reporting interval or• Started processing within the reporting interval and finished processing within the same reporting interval. <p>Applied to GroupAgents or GroupPlaces, this stat type calculates the total duration of inbound interactions processed by all of the agents belonging to the respective group.</p> <p>InteractionHandlingInbound is an alias for the following masks:</p> <ul style="list-style-type: none">• CallInboundInbound• CallInternalInbound• CallOutboundInbound	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT Action		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Ready_Time

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <div>The total amount of time an agent was ready to handle voice interactions during the reporting interval.</div> <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the total ready time for all of the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the total ready time for all of the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Ringing_Number

MAIN MASK CallRinging		<div>DESCRIPTION</div> <p>The total number of times CallRinging status completed for an agent during the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, the formula calculates the total number of such statuses for all agents belonging to the specified agent group.• Applied to GroupPlaces, the formula calculates the total number of such statuses for all of the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_CallRinging status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Ringing_Number included interactions that were still in CallRinging status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Ringing_Time

MAIN MASK CallRinging		<div>DESCRIPTION</div> <p>The total amount of time that calls were in CallRinging status and this status completed for an agent during the reporting interval.</p> <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the total duration of such statuses for all agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates total duration of such statuses for all of the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p><code>Sum(Agent_CallRinging status.time)</code></p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Ringing_Time included interactions where the call was still in CallRinging status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Sent_To_Queue

MAIN MASK CallDistributedToQueue		DESCRIPTION The total number of live or virtual voice interactions that were distributed from this distribution DN to another (or the same) distribution DN. This stat type counts every call-distribution-to-queue instance even if the same call was distributed to the same (or other) distribution DN more than once. This stat type excludes interactions that are forwarded, redirected, or transferred to another (or the same) distribution DN.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting Real-Time Reporting

Total_Short_Abandoned_Calls

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION The total number of live or virtual voice interactions abandoned on a specified distribution DN within the predefined threshold. An interaction is abandoned, for instance, if the caller hangs up before the interaction is distributed from the distribution DN. Applied to GroupQueues, this stat type sums all abandoned calls for all queues or route points belonging to the specified group. During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN to an agent and then either terminated by the caller before the agent could answer or where the customer line is dropped for any reason within the predefined threshold. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed to an agent and then abandoned within the predefined threshold.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumberInTimeRange	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Talk_Time

MAIN MASK CallUnknown, CallConsult, CallInternal, CallOutbound, CallInbound, ASM_Outbound		DESCRIPTION The total time that agents spent handling completed calls including: inbound calls, outbound calls, consult calls, internal calls, and calls of unknown type. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total duration of any of the aforementioned statuses for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type calculates the total duration of any of the aforementioned statuses for all the agents logged in at places belonging to the specified place group. The calculation for this stat type is shown below. $\text{Sum}(\text{Agent_CallUnknown.time} + \text{CallConsult.time} + \text{CallInternal.time} + \text{CallOutbound.time} + \text{CallInbound.time} + \text{ASM_Outbound.time})$ For Real-Time Reporting, prior to the 6.0 release, the stat type name was TotalTalkTime. In the 6.0 release, the name was changed to Total- TalkStatusTime. In release 6.5, the name was changed again to Total_Talk_Time. Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time included interactions where the call was still in one of the aforementioned statuses at the end of the report- ing interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_ASM_Outbound

MAIN MASK ASM_Outbound		<div>DESCRIPTION</div> <div>The total time that agents spend in ASM_Outbound status.</div> <div><ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Outbound status.Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Outbound status by all the agents logged in at places belonging to the specified place group.</div> <div>Counted interactions include those that were in progress at the end of the reporting interval as well as those that completed.</div> <div>The calculation is shown below: Sum(Agent_ASM_Outbound.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Inbound

MAIN MASK CallInbound		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallInbound status; that is, the total time agents completed handling inbound calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling inbound calls.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling inbound calls. <p>This stat type excludes those inbound calls that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallInbound.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Inbound included inbound calls that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Internal

MAIN MASK CallInternal		DESCRIPTION The total amount of time that agents were in CallInternal status; that is, the total time agents completed handling internal calls or internal chat sessions. <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling internal calls or internal chat sessions.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling internal calls or internal chat sessions. This stat type excludes those internal calls and chat sessions that were in progress at the end of the reporting interval. The calculation is shown below. Sum(Agent_CallInternal.time) Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Internal included internal calls that were in progress at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Outbound

MAIN MASK CallOutbound		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallOutbound status; that is, the total time agents completed handling outbound calls.</p> <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling outbound calls.• Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling outbound calls. <p>This stat type excludes those outbound calls that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallOutbound.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Outbound included outbound calls that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Talk_Time_Unknown

MAIN MASK CallUnknown		<div>DESCRIPTION</div> <p>The total amount of time that agents were in CallUnknown status; that is, the total time agents completed handling calls of unknown type.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spent handling calls of unknown type.Applied to GroupPlaces, this stat type calculates the total time that all the agents logged in at places belonging to the specified place group spent handling calls of unknown type. <p>This stat type excludes those calls of unknown type that were in progress at the end of the reporting interval.</p> <p>The calculation is shown below.</p> <p>Sum(Agent_CallUnknown.time)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Talk_Time_Unknown included calls of unknown type that were in progress at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_ASM_Engage

MAIN MASK ASM_Engaged		<div>DESCRIPTION</div> <p>This stat type is specific for agents involved with outbound predictive dialing interactions which run in “Predictive with seizing mode”. The status indicates that an agent, on a particular DN, waits for the customer to be connected in Predictive mode and ends when the customer is connected to the agent or when either the predictive dialing or the engaging call is released before the agent and the customer are connected to each other.</p> <p>This stat type represents the total time that agents spend in the ASM_Engaged status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total time that all the agents belonging to the specified agent group spend in the ASM_Engaged status.Applied to GroupPlaces, this stat type calculates the total time spent in the ASM_Engaged status by all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_ASM_Engaged.time)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_to_Abandon

MAIN MASK CallAbandoned, CallAbandonedFromRinging		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching an agent). The cumulative wait time on a specified queue or route point. Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all of the distribution DNs within the queue group. Prior to the 6.0 release, the stat type name was TotalAbandTime. During the 6.5 release, this metric was changed to include CallAbandonedFromRinging actions which include interactions that were distributed from a specific distribution DN and then either terminated by the caller before the call could be answered or where the customer line is dropped for any reason. This stat type excludes interactions that were sent to other (or the same) distribution DNs before being distributed and then abandoned.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_To_Abandon

MAIN MASK CallAbandoned		DESCRIPTION <p>The total time that live or virtual voice interactions waited on a queue or at a route point before they were abandoned (that is, before the caller hung up without reaching this agent). The cumulative wait time on a specified queue or route point. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) Applied to GroupQueues, this stat type sums all wait times for abandoned voice interactions on all the queues in the group.</p> <p>This stat type excludes interactions that were distributed to an agent and then abandoned before the agent could answer (CallAbandoned-WhileRinging).</p> <p>Prior to the 6.0 release, the stat type name was TotalAbandTime.</p> <p>In the 7.1 release, Total_Abandon_Time replaced this stat type.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Time_to_Answer

MAIN MASK CallAnswered		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before they reached this agent. The cumulative wait time before calls were answered. Applied to GroupQueues, this stat type sums all wait times for answered voice interactions distributed from queues in the specified queue group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_to_Distribute

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. Prior to the 6.0 release, the stat type name was TotalDistribTime. This stat type is identical to Total_Time_To_Distribute .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Time_To_Distribute

MAIN MASK CallDistributed		DESCRIPTION The total time that live or virtual voice interactions waited on a queue or at a route point before being distributed. The cumulative wait time before calls were distributed. Applied to GroupQueues, this stat type sums all wait times for voice interactions distributed from the queues in the group. (Refer to the party state diagrams in the <i>Overview</i> book of the <i>Reporting Technical Reference</i> series.) This stat type is identical to Total_Time_to_Distribute .	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN 7.1	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Number

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <p>The total number of times that agents were in WaitForNextCall status; that is, the total number of times that agents had one or more DNs ready to receive call(s).</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total Wait-ForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_WaitForNextCall)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Agent_St_Time

MAIN MASK WaitForNextCall		DESCRIPTION The cumulative time that agents spent in WaitForNextCall status (waiting for calls). <ul style="list-style-type: none">Applied to GroupAgents, this stat type presents the wait time for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type presents the wait time for all the agents logged in at places in the specified place group. The calculation is shown below. Sum (Agent_WaitForNextCall.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Number

MAIN MASK WaitForNextCall		<div>DESCRIPTION</div> <p>The total number of times that agents completed being in the Wait-ForNextCall status.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of WaitForNextCall statuses for all the agents belonging to the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of times in this status for all the agents logged in at places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Agent_WaitForNextCall status)</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Wait_Number included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Wait_Time

MAIN MASK WaitForNextCall		DESCRIPTION The total time this agent spent waiting for the next call. The total duration of all WaitForNextCall statuses that completed for a particular agent during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type sums all wait times for all the agents of the specified agent group.• Applied to GroupPlaces, this stat type sums all wait times for all the agents logged in at places belonging to the specified place group. The calculation is shown below. Sum (Agent_WaitForNextCall.time) Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Wait_Time included statuses where the agent was still in WaitForNextCall status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1 for Hist. Reporting 6.5 for R-T Reporting	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Total_Work_Number

MAIN MASK AfterCallWork		DESCRIPTION The total number of times an agent's DN(s) completed being in After-CallWork status during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total number of such statuses for all the DN's of the specified agent group.• Applied to GroupPlaces, this stat type calculates the total number of such statuses for all the agent DN's logged in at places belonging to the specified place group. The calculation is shown below. Sum(Agent_AfterCallWork status) Prior to the 6.5 release, the assigned statistical category was TotalNumber. With this category, Total_Work_Number included those statuses where the agent's DN(s) was still in WaitForNextCall status at the end of the reporting interval.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedNumber	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting

Total_Work_Time

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <p>The total time an agent's DN(s) completed being in AfterCallWork status during the reporting interval. This typically represents the time an agent spent doing follow-up work after calls.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type sums the total duration of such statuses for all the agents of the specified agent groupApplied to GroupPlaces, this stat type sums the total duration of such statuses for all the agents logged in to places belonging to the specified place group (GroupPlaces). <p>The calculation is shown below.</p> <pre>Sum (Agent_AfterCallWork.time)</pre> <p>Prior to the 6.0 release, the stat type name was TotalWorkTime.</p> <p>Prior to the 6.5 release, the assigned statistical category was TotalTime. With this category, Total_Work_Time included statuses where the agent's DN(s) was still in AfterCallWork status at the end of the reporting interval.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalAdjustedTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

TotalAfterCallWorkDNStatusTime

MAIN MASK AfterCallWork		<div>DESCRIPTION</div> <div>The total time during which a RegDN is in AfterCallWork status. (Note that a RegDN is a regular destination directory number, usually an agent's DN).</div> <div><ul style="list-style-type: none">Applied to Agent, this stat type shows all the time spent in the After-CallWork status for the RegDN(s) configured for the place where the agent is logged in.Applied to Place, this stat type shows all the time spent in the After-CallWork status for all the RegDNs configured for this place.Applied to GroupAgents, this stat type shows all the time spent in the AfterCallWork status for the RegDNs configured for the place where the agents are logged in.Applied to GroupPlaces, this stat type shows all the time spent in the AfterCallWork status for all the RegDNs at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (RegDN_AfterCallWork.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkPlaceStatusTime

MAIN MASK OfflineWorkType1		DESCRIPTION The total time during which a place is in AfterCallWork status. The calculation is shown below. Sum (Place_AfterCallWorkStatus.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalAfterCallWorkStatusTime

MAIN MASK OfflineWorkType1		<div>DESCRIPTION</div> <div>The total time during which this agent is in AfterCallWork status.</div> <div><ul style="list-style-type: none">Applied to Agent or Place, this stat type shows all the time the agent spent in the AfterCallWork status.Applied to GroupAgents, this stat type shows all the time agents spent in the AfterCallWork status.Applied to GroupPlaces, this stat type shows all the time agents spent in the AfterCallWork status for all agents logged in at places in the specified place group.</div> <div>The calculation is shown below.</div> <div>Sum (Agent_AfterCallWorkStatus.time)</div>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalEWT

MAIN MASK CallDistributed, CallAbandoned, CallCleared		DESCRIPTION The total estimated wait time, in seconds, that live or virtual voice interactions wait at a distribution DN before being distributed or abandoned. Abandoned interactions include only those abandoned on the specified object (queue or route point). They do not include instances when the interaction is abandoned after distribution to an agent but before the agent has answered it (CallAbandonedWhileRinging). Estimated wait time is derived from the first value retrieved from user data that Router attaches via the VCB_EWT key.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalCustomValue	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) GroupQueues, Queue, RoutePoint			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA DCID GetNumber("VCB_EWT", 1)	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

TotalNotReadyDNStatusTime

MAIN MASK NotReadyForNextCall		DESCRIPTION Total time during which a RegDN is in NotReadyForNextCall status. (Note that a RegDN is a regular destination directory number, usually an agent's DN). <ul style="list-style-type: none">• Applied to Agent, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDN(s) configured for the place where the agent is logged in.• Applied to Place, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs configured for this place.• Applied to GroupAgents, this stat type shows all the time spent in the NotReadyForNextCall status for the RegDNs configured for the place where the agents are logged in.• Applied to GroupPlaces, this stat type shows all the time spent in the NotReadyForNextCall status for all the RegDNs at places in the specified place group. The calculation is shown below. Sum (RegDN_NotReadyForNextCall.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNotReadyPlaceStatusTime

MAIN MASK NotReadyForNextCall		<div>DESCRIPTION</div> <p>The total number of times that places are in NotReadyForNextCall status; that is, the total number of times that places have one or more DNs not ready for the next call.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of times in this status for all the agents in the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of NotReadyForNextCall statuses for all the places belonging to the specified place group. <p>The calculation is shown below.</p> <p>Sum(Place_NotReadyForNextCall status)</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberConsultCalls

MAIN MASK CallConsult		DESCRIPTION The total number of consultation voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of consultation voice interactions on DN's of all agents in a specified agent group or on all DN's at places in the specified place group. The calculation is shown below. Sum DCID(RegDN.CallConsult)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInboundCalls

MAIN MASK CallInbound		DESCRIPTION The total number of live or virtual inbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type sums the inbound voice interactions on the DNs of all agents in a specified agent group or on all the DNs at places in the specified place group. The calculation is shown below. Sum DCID(RegDN.CallInbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberInternalCalls

MAIN MASK CallInternal		DESCRIPTION The total number of live or virtual internal voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of internal voice interactions on DN's of all agents in a specified agent group (GroupAgents) or on all DN's at places in the specified place group (GroupPlaces). The calculation is shown below. Sum DCID(RegDN.CallInternal)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalNumberOutboundCalls

MAIN MASK CallOutbound		DESCRIPTION The total number of live or virtual outbound voice interactions on this agent's RegDN (regular directory number). Applied to GroupAgents or GroupPlaces, this stat type shows the total number of outbound calls on DN's of all agents in a specified agent group (GroupAgents) or on all DN's at places in the specified place group (GroupPlaces). The calculation is shown below. Sum DCID(RegDN.CallOutbound)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 5.1	DISCONTINUED IN N/A	FORMULA DCID introduced in 6.0	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalTalk_Agent_St_Time

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown		DESCRIPTION The total time that agents spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), and CallInbound (inbound calls). <ul style="list-style-type: none">• Applied to GroupAgents, this stat type calculates the total time that agents spend in any of the aforementioned statuses for all the agents belonging to the specified agent group.• Applied to GroupPlaces, this stat type calculates the total time that agents spend in these statuses for all the agents logged in at places belonging to the specified place group. The calculation is shown below. <code>Sum(Agent_CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time)</code>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT AgentStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place			
INTRODUCED IN 5.1	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalTalkDNStatusTime

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown, ASM_Outbound		DESCRIPTION Total time during which a RegDN is in one of the call-handling statuses: CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown. (Note that a RegDN is a regular destination directory number, usually this agent's DN.) <ul style="list-style-type: none">• Applied to Agent, this stat type shows all the time spent in the call-handling statuses for the RegDN(s) configured for the place where the agent is logged in.• Applied to Place, this stat type shows all the time spent in the call-handling statuses for all the RegDNs configured for this place.• Applied to GroupAgents, this stat type shows all the time spent in the call-handling statuses for the RegDNs configured for the place where the agents are logged in.• Applied to GroupPlaces, this stat type shows all the time spent in the call-handling statuses for all the RegDNs at places in the specified place group. The calculation is shown below: Sum(RegDN_CallConsult.time) + Sum(RegDN_CallInbound.time) + Sum(RegDN_CallInternal.time) + Sum(RegDN_CallOutbound.time) + Sum(RegDN_CallUnknown.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT DNStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, GroupAgents, GroupPlaces, Place, RegDN			
INTRODUCED IN 6.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

TotalTalkPlaceStatusTime

MAIN MASK CallConsult, CallInbound, CallInternal, CallOutbound, CallUnknown		DESCRIPTION The total time that places spend in any of the call-handling statuses (shown in Main Mask), including CallUnknown (calls of unknown type), CallConsult (consultation calls), CallInternal (internal calls), CallOutbound (outbound calls), CallInbound (inbound calls), and ASM_Outbound.) The calculation for this stat type is shown below. Sum(CallUnknown.time + CallConsult.time + CallInternal.time + CallOutbound.time + CallInbound.time + ASM_Outbound.time)	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalTime	SUBJECT PlaceStatus		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 6.0	DISCONTINUED IN 6.5	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Real-Time Reporting

Transfers_Made

MAIN MASK CallTransferMade		<div>DESCRIPTION</div> <p>The total number of voice interactions transferred by this agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of voice interactions transferred by all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of voice interactions transferred by all the agents logged in at places belonging to the specified place group. <p>This stat type excludes unsuccessful attempts by agents to transfer interactions but includes each instance of successful transfer, even if the same agent transfers the same interaction more than once.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

Transfers_Taken

MAIN MASK CallTransferTaken		<div>DESCRIPTION</div> <p>The total number of voice interactions accepted by this agent during the reporting interval.</p> <ul style="list-style-type: none">Applied to GroupAgents, this stat type calculates the total number of voice interactions accepted by all the agents of the specified agent group.Applied to GroupPlaces, this stat type calculates the total number of voice interactions accepted by all the agents logged in at places belonging to the specified place group. <p>This stat type excludes unsuccessful attempts to transfer interactions to agents. If, however, the same interaction was transferred to an agent more than once, this stat type counts each instance of successful transfer separately.</p>	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(S) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.0	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting

VoiceTotalEntered

MAIN MASK CallRingingInbound, CallRingingOutbound		DESCRIPTION The total number of inbound voice interactions that arrived at agents' DNs during the reporting interval. <ul style="list-style-type: none">• Applied to GroupAgents, the stat type calculates the total inbound calls for all of the agents belonging to the specified agent group.• Applied to GroupPlaces, the stat type calculates the total inbound calls for all of the agents logged in at places belonging to the specified place group.	
RELATIVE MASK N/A	AGGREGATIONTYPE N/A		
CATEGORY TotalNumber	SUBJECT DNAction		
JAVASUBCATEGORY N/A			
OBJECT TYPE(s) Agent, Place, GroupAgents, GroupPlaces			
INTRODUCED IN 7.2	DISCONTINUED IN N/A	FORMULA N/A	USED IN WHICH REPORTING APPLICATION Historical Reporting, Real-Time Reporting



Chapter

11

Statistical Parameters

The purpose of a statistical parameter is to further restrict the values that Stat Server returns to its clients based on predefined business attributes. Within the Genesys realm, a statistical parameter is one of the following:

- `Filter`
- `TimeRange`
- `TimeProfile`

These parameter types have been part of Reporting since its initial release. This chapter describes the statistical parameters used in the report templates provided for Historical and Real-Time reporting:

- [Defining Statistical Parameters, page 369](#)
- [Listing of Statistical Parameters, page 371](#)
- [Solution Reporting Statistical Parameters, page 372](#)

Defining Statistical Parameters

For Historical Reporting, you define statistical parameters using Data Modeling Assistant—by importing them from layout templates or by creating them anew using one of the DMA Constructor dialog boxes. The *Customization* book of the *Reporting Technical Reference* series includes several examples of how to create filters and other reporting elements. Data Sourcer then records the definitions, or modifications to the definitions, to both ODS and Stat Server. Conversely, Real-Time Reporting takes its parameter definitions directly from Stat Server. You cannot use CCPulse+ to create a new statistical parameter or to modify or delete an existing one. Refer to the “Managing Statistical Parameters” appendix in the *Customization* book for an expanded discussion of statistical parameters.

The methodology changed beginning with release 6.5.1 regarding some parameters that filtered values based on a media-type specification. Instead of attaching key-value pairs as strings to TEvents—for example, `PairExist("MediaType", "chat")`—media types in 6.5.1⁺ are now considered attributes of TEvents—for example,

MediaType=chat. These attributes are stored, by default, in the Business Attributes folder of Configuration Manager. Filters provided in Reporting templates for 7.0 and forward releases include the language of business attributes in their definition. KV language, prevalent in definitions prior to 6.5.1, remains part of a filter's definition to preserve backward compatibility. For example, the 7.0 release of the chat filter considers both methodologies in its definition: `PairExist("MediaType", "chat") | MediaType= chat`. Prior to 7.0, the chat filter definition was `PairExist("MediaType", "chat")`.

The Historical Reporting layout templates contain parameter definitions within each XML file. When you import the templates, Data Sourcer stores the definitions in both ODS and Stat Server. Figure 14 shows a cutaway of the Email EMAIL_AG layout template and its parameter definitions.

By default, Real-Time Reporting (CCPulse+) relies on `StatProfile.cfg`, an ASCII-formatted file deployed by the Real-Time Reporting Wizard containing the configuration all statistical parameters used for a particular solution or solution channel and their definitions. (`Templates.stg` is another file that is deployed by the Wizard and stores metric definitions, including the parameters and statistical types on which they were built.) Figure 15 shows a portion of `StatProfile.cfg` for the Email and some of its parameters.

Refer to the “Statistic Configuration Options” chapter of the *Framework 8.0 Stat Server User's Guide* for more information about time profiles, time ranges, and filters.

```
<?xml version="1.0" ?>
- <IM_DataBase Version="7.2.000">
- <LayoutTemplate TemplateName="EMAIL_AG" LayoutName="EMAIL Agent Handling
  Layout" MetagroupClass="100" IsCustom="No" IsActive="Yes" DeleteTime=""
  SolutionType="15">
  <Description>EMAIL Agents Handling Report Layout</Description>
  <ObjectType ObjTypeId="0" ObjTypeName="Agent" />
  .
  .
  .
- <Parameter ParameterId="22" ParameterKey="Filter" ParameterName="EMAIL_MEDIA"
  ParameterDefinition="MediaType=email">
  <Description />
  </Parameter>
- <Parameter ParameterId="23" ParameterKey="TimeRange"
  ParameterName="ServiceFactorAnsweredThreshold" ParameterDefinition="0-10">
  <Description />
  </Parameter>
- <Parameter ParameterId="24" ParameterKey="TimeRange"
  ParameterName="ServiceFactorAbandonedThreshold" ParameterDefinition="0-5">
  <Description />
  </Parameter>
</IM_DataBase>
```

Figure 14: Statistical Parameters in the EMAIL Agent Handling Layout

```
;
; CCPulse+ EMAIL Reporting Templates
; Version 8.0.000.04
;

.
.
.

[Filters]
EMAIL_MEDIA=MediaType=email
SMS_MEDIA=MediaType=sms
TerminatedEmail=Reason="Terminated"&MediaType=email

[TimeProfiles]
CollectorDefault=0:00+0:15

.
.
.
```

Figure 15: Statistical Parameters in StatProfile.cfg

Listing of Statistical Parameters

This section lists the filters, time ranges, and time profiles applied to statistics used in the provided CCPulse+ and CC Analyzer templates. With the exception of the Default time profile, all of the parameters listed in this section are defined explicitly in the Stat Server Application object servicing Reporting.

Filters		Time Profiles
chatSession	NoVCB	CollectorDefault
EMAIL_MEDIA	SMS_Media	Default
isNotVCB	VoiceCall	
Media_X		
Time Ranges		
Range0-5		
Range0-10		
Range0-120		
ServiceFactorAbandonedThreshold		
ServiceFactorAnsweredThreshold		
ServiceLevel		

Descriptions of Form Labels

Form Title	The name of the statistical parameter. This name provides the key for parameters using key-value pairs.
Parameter Type	One of three values: <ul style="list-style-type: none">FilterTimeRange

- `TimeProfile`

Stat type parameters used for Historical and Real-Time Reporting are described on [page 251](#).

Introduced In The first release in which this parameter was used in Reporting.

Definition The definition of the parameter as stored in Stat Server. Where parameter definitions changed between releases, this field provides each definition.

Description A brief description of the parameter.

Solution Reporting Statistical Parameters

chatSession

PARAMETER TYPE Filter	DEFINITION IN 7.0+ MediaType = chat
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Web Media	
DESCRIPTION Returns values only when the MediaType key, generated by the Web Media Server, returns a “chat” value.	

CollectorDefault

PARAMETER TYPE TimeProfile	DEFINITION 0:00+0:15
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a Growing interval type that resets statistics to 0 every 15 minutes. Real-Time Reporting does not use this time profile. All Genesys solutions (or solution options) offering historical reports use this time profile, including Enterprise Routing , Network Routing, E-mail , Voice , Web Media and Outbound Contact . Real-Time Reporting defines this time profile in the same manner, although it does not actively use it within any of the Real-Time Reporting templates.	

Default

PARAMETER TYPE TimeProfile	DEFINITION 0 : 00
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This time profile uses a Growing interval type that resets statistics every night at midnight. This time profile is hard-coded in Stat Server and does not appear in any of the Reporting configuration files, such as StatProfile.cfg (used most prominently by the solutions that offer CCPulse+ templates). You can override this definition by creating a time profile named Default within your Stat Server application. By default, Historical Reporting does not use this time profile.	

EMAIL_MEDIA

PARAMETER TYPE Filter	DEFINITION MediaType=email
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION This filter returns values only when the MediaType key, generated by Interaction Server, returns a value of "email".	

isNotVCB

PARAMETER TYPE Filter	DEFINITION ~(PairExist("EXECUTION_MODE", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See description	
DESCRIPTION Returns values only when the interaction does not involve a virtual call. This parameter was used exclusively in the Voice Callback option of ERS for the 7.0 release. With the discontinued use of the NoVCB parameter in release 7.1, historical and real-time reports of the Enterprise Routing , Network Routing, and Outbound Contact solutions now use this parameter as well.	

Media_X

PARAMETER TYPE Filter	DEFINITION <code>PairExist("MediaType", "x")</code>
INTRODUCED IN 7.2	
USED IN SOLUTION(S) Open Media	
DESCRIPTION Returns values only when the interaction is of the media type X.	

NoVCB

PARAMETER TYPE Filter	DEFINITION ~(PairExist("VCB_RECORD_HANDLE", "*"))
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	
DESCRIPTION This filter was first applied to all metrics in the Genesys-provided Queue, Group of Queues, and Route Point templates for the Enterprise Routing , Network Routing, and Outbound Contact solutions in the 7.0 release to distinguish actual live calls from virtual call interactions created by the Universal Callback Server. Voice callback functionality was not available prior to release 7.0, so applying this filter before then unnecessary. Starting with the 7.1 release, historical and real-time reports use the isNotVCB filter instead wherever NoVCB was used in the 7.0 release.	

Range0-5

PARAMETER TYPE TimeRange	DEFINITION 00-05
INTRODUCED IN 7.0	
USED IN SOLUTION(s) E-mail	
DESCRIPTION Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.	

Range0-10

PARAMETER TYPE TimeRange	DEFINITION 00-10
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION Though this time range is not used by any of Reporting template, the configuration file defines it for Multimedia real-time templates.	

Range0-120

PARAMETER TYPE TimeRange	DEFINITION 0-120
INTRODUCED IN 7.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION Though not used by any of Reporting template, the configuration file for Multimedia real-time templates defines this time range.	

ServiceFactorAbandonedThreshold

PARAMETER TYPE TimeRange	DEFINITION 0–5
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION <p>This time range is used with the N_ABANDONED_IN_TR and ServiceFactor metrics to return values that represent the number of calls abandoned within a specified time range—0-5 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, and Outbound Contact solutions. E-mail, Voice, and Web Media also define this time range although they do not actively use it.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

ServiceFactorAnsweredThreshold

PARAMETER TYPE TimeRange	DEFINITION 0–10
INTRODUCED IN 5.1	
USED IN SOLUTION(S) See Description.	
DESCRIPTION <p>This time range is used with the N_DISTRIB_IN_TR, N_ENTERED, and ServiceFactor metrics to return values that represent the number of calls answered within a specified time range—0-10 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, and Outbound Contact solutions. E-mail, Voice, and Web Media also define this time range although they do not actively use it.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

ServiceLevel

PARAMETER TYPE TimeRange	DEFINITION 0–180
INTRODUCED IN 7.0	
USED IN SOLUTION(S) See Description.	
DESCRIPTION <p>This time range is used to return values that represent the number of interactions falling within the specified service level—within an acceptable time range of 0–180 seconds as defined above.</p> <p>This time range is used in the Enterprise Routing, Network Routing, and Outbound Contact solutions.</p> <p>Note: It is expected that you will set a value for this time range that suits your business needs.</p>	

SMS_Media

PARAMETER TYPE Filter	DEFINITION MediaType=sms
INTRODUCED IN 8.0	
USED IN SOLUTION(S) E-mail	
DESCRIPTION This filter returns values only when the MediaType key, generated by Interaction Server, returns a value of “sms”.	

VoiceCall

PARAMETER TYPE Filter	DEFINITION MediaType = voice
INTRODUCED IN 7.0	
USED IN SOLUTION(S) Voice	
DESCRIPTION Returns values only when the MediaType key returns a “voice” value.	



Supplements

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Reporting

- The *Reporting 8.0 Deployment Guide*, which provides step-by-step instructions for configuring and installing the Reporting components.
- The *Reporting 8.0 Reference Manual*, which provides general information about performance measurements, how Reporting behaves during time shifts, and how to set up custom reports for skills-based and partial-period reporting.
- The *Reporting 8.0 CCPulse+ Help*, which contains detailed instructions for using CCPulse+ features and functions.
- The *Reporting 8.0 CCPulse+ Administrator's Guide*, which presents information on customizing and troubleshooting your CCPulse+ application. It also includes tables showing which historical statistics link with which real-time statistics for all statistics included in the solution templates.
- The *Reporting 7.6 Data Sourcer User's Guide*, which describes the role Data Sourcer plays in your Reporting environment and includes the Configuration Server objects Data Sourcer tracks, how it organizes data, and how to fine-tune configuration and troubleshoot problems.
- The *Reporting 7.6 Data Modeling Assistant Help*, which explains how to import and export templates, create new statistical parameters, and create new layout templates and report layouts.

Framework

- The *Framework 8.0 Stat Server User's Guide*, which describes Stat Server architecture and functions, configuration steps and options, installation procedures, and statistical definitions and formulas.

Genesys

- The *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- The *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- The *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases.
- The *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- The *Genesys Database Sizing Estimator 7.6 Worksheets*, which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80tr_srt_10-2010_v8.0.001.00

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

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

[Table 5](#) describes and illustrates the type conventions that are used in this document.

Table 5: Type Styles

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> Document titles Emphasis Definitions of (or first references to) unfamiliar terms Mathematical variables <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 382).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, $x + 1 = 7$ where x stands for . . .</p>

Table 5: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like teletype or typewriter text)	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. The values of options. Logical arguments and command syntax. Code samples. <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
Square brackets ([])	<p>A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.</p>	<pre>smcp_server -host [/flags]</pre>
Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p>Note: In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	<pre>smcp_server -host <confighost></pre>



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