



# Avaya Experience Platform™ Analytics Data Dictionary

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## 1. Introduction

### 1.1 Purpose

The purpose of this document is to provide a description of the measures and supported realtime and historical reports and dossiers provided by Avaya Experience Platform™ Analytics.

### 1.2 Intended audience

This document is intended for anyone who needs to understand and use data provided by Avaya Experience Platform™ Analytics.

### 1.3 How to use this document

The purpose of this document is to provide a description of the measures and supported realtime and historical reports and dossiers provided by Avaya Experience Platform™ Analytics.

#### 1.3.1 Supported Dimensions

The following is a list of supported dimensions across both Historical and Realtime measures. For each measure definition the associated table of Supported Dimensions will only list those where the measure is applicable.

Where a measure is supported 'True' will be displayed under the appropriate Historical and/or Realtime column. If the measure is not supported, then 'False' symbol will be displayed.

For Example.

Supported Dimensions	Realtime	Historical
Queue	True	True
QueueByChannel	True	False
Agent	True	False
AgentByChannel	True	False
AgentByQueue	True	True
Channel	True	False
Group	True	False
DialogDetail	True	True
CallbackDetail	True	True
AgentByNotReadyReasonCode	False	True
AgentByDispositionCode	False	True

## 2. Realtime Producers

### 2.1 What is a Producer?

A producer is a collection of measures grouped to provide real-time contextual data to dashboard users.

### 2.2 Producers List

The following Producers are supported for use in creating realtime Views and Dashboards:

Realtime Producer	Producer type	Description
Agent	Interval To Date (ITD)	Displays a report on agent information and agent properties.
Agent By Channel	Interval To Date (ITD)	Displays a report on agent performance and productivity by channels.
Agent By Queue	Interval To Date (ITD)	Displays a report on the interactions that an agent handles for each queue.
Channel	Interval To Date (ITD)	Displays a report on all the channels.
Dialog Detail	Contact Detail Record (CDR)	Displays a report on the details of an interaction and the dialog associated with it.
Queue	Interval To Date (ITD)	Displays a report on the performance of agents in a particular queue.
Queue By Channel	Interval To Date (ITD)	Displays a report on the interactions that an agent handles for each queue in all channels.
Group	Interval To Date (ITD)	Displays a report on all the groups within the account.
CallbackDetail	Journal (JRNL)	Displays a report on interactions and their associated callbacks.

### 2.3 Producer types

The following table describes the producer types:

Producer type	Description
Interval To Date (ITD)	Calculates measures for the current 24-hour interval. All measures reset at midnight based on the selected time zone. If account administrators do not configure a specific time zone, the measures reset at midnight UTC
Contact Detail Record (CDR)	Reports data that Analytics for Avaya Experience Platform collects for each interaction. Contact Detail Record (CDR) producers do not reset at midnight.
Journal (JRNL)	Reports journalized measures. Journal (JRNL) producers do not reset at midnight.

## 2.4 Out of Box Realtime View and Dashboards

Realtime Producer	Type	Description
SAMPLE Agent by Queue Behaviour	View	A sample realtime View containing Agent By Queue Producer measures
SAMPLE Agent by Queue Performance	Dashboard	A sample realtime Dashboard containing of the SAMPLE Agent by Queue Behaviour view
SAMPLE Queue Summary View	View	A sample realtime view containing Queue Producer measures
SAMPLE Queue Summary Dashboard	Dashboard	A sample realtime Dashboard containing of the SAMPLE Queue Summary view

### 3. Historical Reports and Dossiers

#### 3.1 Historical Reports Summary

Historical Report	Description
Agent Configuration	Displays agent information and agent properties. This report is not based on a specific time
Agent Login/Logout Summary	Displays agent login and logout summary information.
Agent Performance	Displays the overall performance and productivity of an agent for the selected duration
Agent Performance By Channel	Displays the performance and productivity of an agent by channels for the selected duration
Agent Performance Top 5 Summary	Displays a performance summary of the top five agents for the scheduled duration
Agent By Queue Performance	Displays the interactions that an agent handles for each queue during the scheduled duration
Agent Not Ready By Reason Code	Displays the agent's reason code for changing the state to not ready for a selected duration
Agent By Disposition Code	Displays the reason that an agent associates with any interaction
Contact Detail Summary	Displays the end-to-end details of all customer interactions and dialogs associated with these interactions
Queue Performance	Displays the performance in a queue for the selected duration
Queue Performance By Channel	Displays the performance in a queue for the selected duration for the selected channels.
Supervisor Monitoring Summary	Displays the observe, coach, and barge activities for a supervisor
Emergency Calls	Displays the interaction details of all emergency calls made for a selected reporting period
Call Back Detail Report	Displays details of all interactions and associated callbacks.

### 3.2 Historical Dossier Summary

Historical Report	Description
Agent Configuration	Displays agent information and agent properties. This dossier is not based on a specific time
Agent Login/Logout Summary	Displays agent login and logout summary information for a selected interval
Agent Performance	Displays the overall performance and productivity of an agent for the selected duration
Agent Performance By Channel	Displays the performance and productivity of an agent by channels for the selected duration
Agent By Queue Performance	Displays the interactions that an agent handles for each queue during the scheduled duration
Agent Not Ready By Reason Code	Displays the agent's reason code for changing the state to not ready for a selected duration
Agent By Disposition Code	Displays the reason tags that an agent associates with any interaction
Contact Detail Summary	Displays the end-to-end details of all customer interactions across various parameters
Queue Performance	Displays the performance in a queue for the selected duration
Queue Performance By Channel	Displays the performance in a queue for the selected interval for the selected channels
Supervisor Monitoring Summary	Displays the observe, coach, and barge activities for a supervisor
Emergency Calls	Displays the interaction details of all emergency calls made for a selected reporting period
Callback Detail Summary	Displays details of all interactions and associated callbacks.

## 4. Measure Definitions

### 4.1 Dimension Scope

Most measures of the same name have an identical definition across dimensions but are reported at that dimension level. Unless otherwise specified the definition will be given once per measure with the dimensions supported listed. Each definition will indicate if it is supported in a Historical or Realtime context.

### 4.2 Definitions

#### 4.2.1. Abandoned Before Threshold

A count of engagements abandoned before the specific threshold on queue or while alerting at an agent.

**Description:** The Abandoned Before Threshold measure represents a count of the engagements that were abandoned before the specified threshold while engagement is in the queue or during alerting at an agent.

Abandoned Before Threshold is not incremented in the case of conferenced, consult or transferred calls between agents which are abandoned on the queue or while alerting. During these cases the contact has been received by the first agent that offered service to customer and hence the contact is not marked abandoned henceforth in the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	abandoned_before_threshold	integer
QueueByChannel	True	True	abandoned_before_threshold	integer

### 4.2.2. Abandoned From Alerting

A count of engagements abandoned while alerting at an agent within the reporting period.

**Description:** The Abandoned From Alerting measure represents a count of contacts that were abandoned by the customer or were closed by administrator using Orchestration tool while alerting at agent and prior to receiving service by any agent, within the reporting period.

Abandoned From Alerting does not increment in the case of conferenced, consult or transferred calls. During these cases the contact has been received by the first agent that offered service to customer and hence the contact is not marked abandoned henceforth in the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	abandoned_from_alerting	integer
AgentByChannel	True	True	abandoned_from_alerting	integer
AgentByQueue	True	True	abandoned_from_alerting	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	abandoned_from_alerting	integer
QueueByChannel	True	True	abandoned_from_alerting	integer

### 4.2.3. Abandoned From Queue

A count of engagements abandoned while queueing within the reporting period.

**Description:** The Abandoned From Queue measure represents a count of contacts that were abandoned or were closed by the customer or were closed by administrator using Orchestration tool while in queue before alerting at an agent, within the reporting period.

Count does not increment in the case of Conferenced, Consult or Transferred calls. During these cases the contact has been received by the first agent that offered service to customer and hence the contact is not marked abandoned henceforth in the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Channel	True	False	N/A	N/A
Queue	True	True	abandoned_from_queue	integer
QueueByChannel	True	True	abandoned_from_queue	integer

#### 4.2.4. Abandoned Indicator

An indicator marking the dialog was abandoned.

**Description:** The Abandoned Indicator displays "1/true" in CDR reports if the engagement was abandoned. Abandoned Indicator is not set in the case of Transfers, Consults or Conferenced calls between agents which are abandoned. During these cases the contact has been received by the first agent that offered service to customer and hence the contact is not marked as abandoned.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	abandoned_indicator	boolean

#### 4.2.5. Abandon Time Duration

The total abandoned time for engagements that abandoned in the interval for the queue or the channel.

**Description:** Total waiting time of all engagements that are abandoned for a queue or the channel. The ringing time at the agent is included for abandoned contacts.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	abandon_time_duration	duration
QueueByChannel	True	True	abandon_time_duration	duration
Channel	True	False	N/A	N/A

#### 4.2.6. Active

The number of active engagements on the channel or the queue.

**Description:** The number of active contacts at agents for the queue or the channel. This is an instantaneous measure only available on Real Time reports. At midnight reset, its value is not reset or cleared. The measure can increment or decrement by 1 for the appropriate dimension based on the following: Increments on Agent answers contact, Transfers, Conferences, Consults, When supervisor barges in a contact (for supervisor). Decrements when an agent is no longer active on a call, Transfers, Conferences, Consult completes, when supervisor barges in a contact (for agent) .

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	False	N/A	N/A
AgentByQueue	True	False	N/A	N/A
Channel	True	False	N/A	N/A

### 4.2.7. Active Agents In ACW

The number agents currently in ACW state for the channel or the queue.

**Description:** This is an instantaneous measure only available on Real Time reports. At midnight reset, its value is not reset or cleared.

The measure can increment or decrement by 1 for the appropriate dimension based on the following:

Increments when Agent switches from zero active ACW to at least one active ACW.

Decrements when Agent switches from at least one active ACW to no active ACW.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Channel	True	False	N/A	N/A
Queue	True	False	N/A	N/A
QueueByChannel	True	False	N/A	N/A

### 4.2.8. Active Duration

The amount of time between when a call is active to when the call is disconnected during the reporting period.

**Description:** Active Time Duration accumulates across interactions (of the same or different channel types) within a given interval. For example, if an agent is working on an email, a voice and a chat contact, all lasting the full interval, the Active Time Duration will be 2700s. The duration accumulates even if the contact is out of focus.

Active Time Duration does not include time in Hold or in ACW.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	active_duration	duration
AgentByChannel	True	True	active_duration	duration
AgentByQueue	True	True	active_duration	duration
Channel	True	False	N/A	N/A
Queue	True	True	active_duration	duration
QueueByChannel	True	True	active_duration	duration

### 4.2.9. Active Engagements

The current count of the engagements active on this channel.

**Description:** The number of engagements being actively worked by the Agent for each of their channels. This is a real-time measure available on the AgentByChannel dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A

#### 4.2.10. Active Engagements In ACW

A count of the current number of engagements in ACW state for the queue or the channel.

**Description:** This is an instantaneous measure only available on Real Time reports. At midnight reset, its value is not reset or cleared.

The measure can increment or decrement by 1 for the appropriate dimension based on the following:

Increments when engagement enters in the ACW state.

Decrements when engagement leaves the ACW state.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Channel	True	False	N/A	N/A
Queue	True	False	N/A	N/A
QueueByChannel	True	False	N/A	N/A

#### 4.2.11. ACW Count

The number of times an agent entered in the ACW state during the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	acw_count	integer
Channel	True	False	N/A	N/A
AgentByChannel	True	True	acw_count	integer
Queue	True	True	acw_count	integer
AgentByQueue	True	True	acw_count	integer
QueueByChannel	True	True	acw_count	integer

#### 4.2.12. ACW Duration

The amount of time the agent spent in acw (After Contact Work) during the reporting period.

**Description:** The duration in seconds that the agent was in an After Call Work following the completion of a contact. After Call Work Duration accumulates across interactions (of the same or different channel types) within a given interval. The duration accumulates even if the contact is out of focus.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	acw_duration	duration
Channel	True	False	N/A	N/A
AgentByChannel	True	True	acw_duration	duration
Queue	True	True	acw_duration	duration
AgentByQueue	True	True	acw_duration	duration
QueueByChannel	True	True	acw_duration	duration

#### 4.2.13. ACW End Timestamp

The timestamp when an agent completed ACW.

**Description:** The measure contains the UTC timestamp indicating when the Agent ended ACW for an engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	acw_end_timestamp	timestamp

#### 4.2.14. ACW Indicator

Indicator to identify if the agent went into ACW for this engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	acw_indicator	boolean

#### 4.2.15. ACW Start Timestamp

The timestamp when an agent entered ACW state.

**Description:** The measure contains the UTC timestamp indicating when the Agent entered in ACW state for an engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	acw_start_timestamp	timestamp

#### 4.2.16. Ad Hoc Email Initiated

A count of ad-hoc emails initiated per agent/channel/group.

**Description:** This measure is the count of outbound adhoc email engagements initiated by an Agent during the reporting interval for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	ad_hoc_email_initiated	integer
AgentByChannel	True	True	ad_hoc_email_initiated	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A

#### 4.2.17. Ad Hoc Email Sent

A count of ad-hoc emails sent per agent/channel/group.

**Description:** A total count of the ad-hoc emails sent per interval.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	ad_hoc_email_sent	integer
AgentByChannel	True	True	ad_hoc_email_sent	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A

#### 4.2.18. Agent Busy Count

The number of agents currently 'not ready' to be assigned an engagement from the queue ie. dealing with an active engagement or not available

**Description:** AgentBusyCount measure indicates the agent is active on the channel and all multiplicity slots are filled. This measure Given this, it is key that when the agent enters After Contact Work that the agents channel availability state is reflected accurately.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.19. Agent ID

Unique id of the agent

**Description:** This measure represents the unique id of the Agent generated from the Source System of the Agent who owns the account.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	agent_id	varchar
CallbackDetail	True	True	agent_id	varchar

#### 4.2.20. Agent Initiated Disconnect

This measure is an indicator that an engagement was disconnected by the agent.

**Description:** Count of the engagements which had the Agent disconnect the call before the customer ends the engagement from his/her end.

This metric reflects the overall engagements where the agent initiated the call disconnect, indicating the number of agent-initiated disconnects out of the total calls handled by the agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	agent_initiated_disconnect	boolean

#### 4.2.21. Agent Logon Duration

The amount of time the agent was logged in during the reporting period.

**Description:** The duration of time the agent has been logged in. This is the duration between Agent Logon and Logout timestamps.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	agent_logon_duration	duration

#### 4.2.22. Agent Not Ready Reason Code Duration

The amount of time an agent was in a Not Ready state while using a reason code during the reporting period.

**Description:** The duration an agent spent in a particular Not Ready Reason Code state. The measure is not calculated if agent did not set any particular reason code when setting Not Ready state (for example scenario with RONA).

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByNotReadyReasonCode	False	True	agent_nr_reason_code_duration	duration
Agent	True	True	agent_nr_reason_code_duration	duration

#### 4.2.23. Agent Ready Count

The number of agents who could be assigned an engagement from this queue.

**Description:** Count of the agents who have logged in and are available to accept an engagement. It is the count of the state of the agent in position to be assigned an engagement on the logged in channel.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.24. Agent Staffed Count

The number of agents who are 'ready' to be assigned an engagement from the queue.

**Description:** This measure represents the count of logged in Agent staffed on an queue/channel available to accept an engagement from the queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.25. Agent State

Agent State Changes

**Description:** Agent state restarts every time the agent state changes over the course of the agents logged in period. This measure displays the following Agent states "Logged In" "Logged Out" "Ready" "Not Ready" "Pending Logged in" "Pending Logged Out" "Pending Not Ready".

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.26. Alert Duration

The amount of time the call has been in the alert state during the reporting period

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	alert_duration	duration
AgentByChannel	True	True	alert_duration	duration
Channel	True	False	N/A	N/A
AgentByQueue	True	True	alert_duration	duration
Queue	True	True	alert_duration	duration
QueueByChannel	True	True	alert_duration	duration

#### 4.2.27. Alerting

The number of alerting engagements at an agent.

**Description:** This measure represents the count of all the engagements alerting at an Agent. It is a Realtime instantaneous measure which increments when engagements is alerting at agent and decrments when the alerting engagement is accepted/abandoned/RONA.

At midnight reset, its value is not reset or cleared.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A
AgentByChannel	True	False	N/A	N/A
Channel	True	False	N/A	N/A
AgentByQueue	True	False	N/A	N/A
Queue	True	False	N/A	N/A
QueueByChannel	True	False	N/A	N/A

#### 4.2.28. Answered

A count of engagements answered by the agent within the reporting period.

**Description:** The count of routed contacts answered within the reporting interval for the selected dimension.

Answered is not incremented in the case of conferenced, consult or transferred calls.

Answered is not incremented in the case of direct agent calls, external outbound/personal calls made by the agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	answered	integer
AgentByChannel	True	True	answered	integer
AgentByQueue	True	True	answered	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	answered	integer
QueueByChannel	True	True	answered	integer

#### 4.2.29. Answered After Threshold

A count of engagements answered after the specific threshold for the queue.

**Description:** Count of the engagements that were answered after the specified threshold. Answered After Threshold is not incremented in the case of conferenced, consult or transferred calls.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	answered_after_threshold	integer
QueueByChannel	True	True	answered_after_threshold	integer

#### 4.2.30. Answered Timestamp

The timestamp that the agent answered the engagement.

**Description:** The timestamp when the engagement got answered for first time by the agent. The Answered Timestamp is not updated when the call is answered by automation.

The Answered timestamp is not updated in the case of consults/transfers to a user/queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	answered_timestamp	timestamp

#### 4.2.31. Attributes

The list of callback attributes used for the callback engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	attributes	varchar

### 4.2.32. Barged

A count of the number of times a supervisor carried out a barge in interaction within the reporting period.

**Description:** Number of times an agent was barged in this reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	barged	integer
Channel	True	False	N/A	N/A
AgentByChannel	True	True	barged	integer
Queue	True	True	barged	integer
AgentByQueue	True	True	barged	integer
QueueByChannel	True	True	barged	integer

### 4.2.33. Barged Duration

The amount of time a supervisor carried out a barge in interaction within the reporting period.

**Description:** Agent time in seconds from when the supervisor barged-in to when the agent left the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	barged_duration	duration
Channel	True	False	N/A	N/A
AgentByChannel	True	True	barged_duration	duration
Queue	True	True	barged_duration	duration
AgentByQueue	True	True	barged_duration	duration
QueueByChannel	True	True	barged_duration	duration

### 4.2.34. Barge End Timestamp

The timestamp of the Barge In completed.

**Description:** Epoch UTC timestamp when the agent left a barged engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	barge_end_timestamp	timestamp

#### 4.2.35. Barge Indicator

An indicator marking the agent was barged by a supervisor.

**Description:** Indicator that a supervisor performed a barge-in.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	barge_indicator	boolean

#### 4.2.36. Barge Start Timestamp

Epoch UTC timestamp when the barge-in began.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	barge_start_timestamp	timestamp

#### 4.2.37. Barging

A count of the number of times a supervisor carried out a barge in interaction within the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	barging	integer
Channel	True	False	N/A	N/A
AgentByChannel	True	True	barging	integer
Queue	True	True	barging	integer
AgentByQueue	True	True	barging	integer
QueueByChannel	True	True	barging	integer

#### 4.2.38. Barging Duration

The amount of time a supervisor carried out a barge in interaction within the reporting period.

**Description:** The amount of time a supervisor carried out a barging interaction within the reporting period calculated for the selected dimension. Barging duration starts when the supervisor Barges In and completes when the agent leaves the contact.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	barging_duration	duration
Channel	True	False	N/A	N/A
AgentByChannel	True	True	barging_duration	duration
Queue	True	True	barging_duration	duration
AgentByQueue	True	True	barging_duration	duration
QueueByChannel	True	True	barging_duration	duration

#### 4.2.39. Business Account Name

Business account configured on provider, on which the message came in or using which the message will be sent out.

**Description:** The measure represents the Business account configured on provider, on which the message came in or using which the message will be sent out. This measure is updated for channels other than Voice.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	business_accountname	varchar

#### 4.2.40. Callback Attempts

A count of callback attempts made for the callback engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	callback_attempts	integer

#### 4.2.41. Callback Created Timestamp

Epoch UTC timestamp when the callback request was created.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	callback_created_timestamp	timestamp

#### 4.2.42. Callback Ended Timestamp

Epoch UTC timestamp when the callback request was ended.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	callback_ended_time stamp	timestamp

#### 4.2.43. Callback Engagement ID

The unique identifier for the callback engagement.

**Description:** The unique identifier for callback sent to customer. It is linked to all events pertaining to the callback engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	callback_engagemen t_id	varchar

#### 4.2.44. Channel ID

Channel Id of Engagement.

**Description:** This measure represents the unique id of the engagement channel. It helps to understand the channels assigned to the agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	channel_id	varchar

#### 4.2.45. Channel Idle Time Duration

The amount of time an agent's channel is not active on an engagement but available for work.

**Description:** The amount of time an agent's channel is not active on an engagement but available for work.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	True	channel_idle_time_d uration	duration

#### 4.2.46. Channel Logon Duration

The amount of time the channel was logged in during the reporting period.

**Description:** The amount of time the channel was logged in during the reporting period. The value is calculated every 15-minutes interval.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	False	True	channel_logon_duration	duration

#### 4.2.47. Channel State

Channel State Changes.

**Description:** This measure indicates the state of the agent logged in to the channel. The channel states are "Channel Ready", "Channel Not ready" and "Channel Logged out" This measure is available in the Agent by channel realtime dashboards and indicates the state in which the agent is currently on.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A

#### 4.2.48. Channel State Timestamp

Channel State Timestamp for state changes.

**Description:** Channel State Timestamp displays the timestamp of the state of the agent logged in to the channel. Channel states are "Channel Ready" and "Channel Not ready" and "Channel Logged out".

This measure is available in the Agent by channel realtime reports. This measure indicates time of the state changes by the Agent. It reflects the date and time in which he was logged in to a particular state on the channel. The format of the timestamp is "dd/mm/yy hh:mm:ss".

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A

#### 4.2.49. Channel Type

Channel Type of Engagement.

**Description:** This measure represents the type of the engagement channel assigned to an agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A
DialogDetail	True	True	channel_type	varchar

#### 4.2.50. Channel Work State

The work state of the agent's channel: Unavailable - indicates the agent is either logged out or not ready, Idle - Indicates the agent is ready and not active on any contacts for the channel, Available - Indicates the agent is active on at least one contact for the channel but not all their multiplicity slots are filled, Busy - Indicates the agent is active on channel and all multiplicity slots filled

**Description:** This measure contains the Agent's work state for a specific channel. This is a real-time measure available on the AgentByChannel dimension.

"Unavailable" indicates the agent is either logged out or not ready.

"Idle" indicates the agent is ready and not active on any contacts for the channel.

"Available" indicates the agent is active on at least one contact for the channel but not all their multiplicity slots are filled.

"Busy" indicates the agent is active on channel and all multiplicity slots filled.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A

#### 4.2.51. Coached

A count of the number of times an agent was coached within the reporting period.

**Description:** A count of engagements where the Agent was coached by Supervisor within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	coached	integer
AgentByChannel	True	True	coached	integer
Queue	True	True	coached	integer
AgentByQueue	True	True	coached	integer
QueueByChannel	True	True	coached	integer

#### 4.2.52. Coached Duration

The amount of time an agent was coached within the reporting period.

**Description:** The amount of time an agent was coached within the reporting period calculated for the selected dimension. Coached duration starts when the agent starts being coached and completes when the contact completes or when the supervisor barges in to the contact.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	coached_duration	duration
AgentByChannel	True	True	coached_duration	duration
Queue	True	True	coached_duration	duration
AgentByQueue	True	True	coached_duration	duration
QueueByChannel	True	True	coached_duration	duration

#### 4.2.53. Coach Indicator

An indicator marking the agent was coached by a supervisor.

**Description:** Indicates if the Agent was coached by the Supervisor for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	coach_indicator	boolean

#### 4.2.54. Coaching

A count of the number of times a supervisor carried out a coaching interaction within the reporting period.

**Description:** A count of engagements where the Supervisor coached the Agent within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	coaching	integer
AgentByChannel	True	True	coaching	integer
Queue	True	True	coaching	integer
AgentByQueue	True	True	coaching	integer
QueueByChannel	True	True	coaching	integer

#### 4.2.55. Coaching Duration

The amount of time a supervisor carried out a coaching interaction within the reporting period.

**Description:** The amount of time a supervisor carried out a coaching interaction within the reporting period calculated for the selected dimension. Coaching duration starts when the supervisor starts coaching and completes when the contact completes or when the supervisor barges in to the contact.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	coaching_duration	duration
AgentByChannel	True	True	coaching_duration	duration
Queue	True	True	coaching_duration	duration
AgentByQueue	True	True	coaching_duration	duration
QueueByChannel	True	True	coaching_duration	duration

#### 4.2.56. Coach Timestamp

The timestamp of the Coaching started.

**Description:** The measure contains the UTC timestamp indicating when the coaching session started.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	coach_timestamp	timestamp

#### 4.2.57. Comp Active Duration

The amount of time between when a call is active to when the call is disconnected during the reporting period.

**Description:** The amount of time the agent spent actively working on the engagement that completed within the reporting period. This measure is only available in historical reporting.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	True	comp_active_duration	duration
AgentByChannel	False	True	comp_active_duration	duration
AgentByQueue	False	True	comp_active_duration	duration
Channel	False	False	N/A	N/A
Queue	False	True	comp_active_duration	duration
QueueByChannel	False	True	comp_active_duration	duration

#### 4.2.58. Completed

A count of completed engagements for an agent within the reporting period.

**Description:** A count of customer engagements that completed while with an agent. Engagements may start in one reporting interval, but the completed measure only increments in the interval the engagement completes. This measure pegs against the associated agent or queue entity at time of completion.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	completed	integer
AgentByChannel	True	True	completed	integer
AgentByQueue	True	True	completed	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	completed	integer
QueueByChannel	True	True	completed	integer

#### 4.2.59. Completed Engagement Count

The number of engagements associated with the queue that have been completed by an agent

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.60. Completed Exclusivity Duration

The total amount of time the agent spent in the Exclusivity Mode (Voice Priority).

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	False	True	comp_exclusivity_duration	duration

#### 4.2.61. Completed Specialized Engagement Count

The number of specialized engagements (Engagements with routing attributes) associated with the queue that have been completed by an agent.

**Description:** A count of the engagements associated with the queue that contained additional routing attributes that were answered by an agent and completed. This measure increments once the engagement has been answered and completes the completion of the engagement could result from the customer hanging up from hold or hanging up while alerting having been transferred or simply by the agent hanging up first.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.62. Comp Logon Duration

The amount of time the agent was logged in during the reporting period.

**Description:** Note 1: Completion does not necessitate that the outcome of the engagement was successful.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	comp_logon_duration	duration

#### 4.2.63. Comp Not Ready Reason Duration

The amount of time an agent was in a Not Ready state while using a reason code during the reporting period.

**Description:** Note 2: The difference between the completedEngagementCount and the completedSpecializedEngagementCount is that the completedSpecializedEngagementCount metric does not increment if there are no attributes associated with the engagement whereas the completedEngagementCount does.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByNotReadyReasonCode	False	True	comp_nr_reason_duration	duration
Agent	True	True	comp_nr_reason_duration	duration

#### 4.2.64. Comp Total Time Not Ready

The amount of time the agent has been in a 'Not Ready' state during the reporting period

**Description:** This metric signifies the duration for which the agent remained in a not ready state during the reporting period. Despite being an interval-based measure, it doesn't peg itself in each reporting interval. The "comp" prefix, derived from "completed," indicates that the measure pegs once the agent goes ready or logs out, signifying the completion of their not ready duration. Consequently, this measure can indicate values exceeding 900 seconds (15 minutes) within any given interval. This measure applies to historical reporting only.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	comp_total_time_not_ready	duration

#### 4.2.65. Conference Accepted From Queue

A count of engagements conference accepted by the agent that was a result of a consult.

**Description:** Conference Accepted From Queue counts the engagements where an agent answers a consult from the queue that ends as a conference within the reporting period. The metric increments by 1 for the agent who answered the consult when the initiating agent completes the consult as a conference.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	conference_accepted_from_queue	integer
AgentByChannel	True	True	conference_accepted_from_queue	integer
Channel	True	False	N/A	N/A
Queue	True	True	conference_accepted_from_queue	integer
AgentByQueue	True	True	conference_accepted_from_queue	integer
QueueByChannel	True	True	conference_accepted_from_queue	integer

#### 4.2.66. Conference Accepted From User

A count of engagements conference accepted by the agent that was a result of a consult.

**Description:** Conference Accepted From User counts the engagements where an agent answers a consult from another agent that ends as a conference within the reporting period. The metric increments by 1 for the agent who answered the consult when the initiating agent completes the consult as a conference.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	conference_accepted_from_user	integer
AgentByChannel	True	True	conference_accepted_from_user	integer
Channel	True	False	N/A	N/A
Queue	True	True	conference_accepted_from_user	integer
AgentByQueue	True	True	conference_accepted_from_user	integer
QueueByChannel	True	True	conference_accepted_from_user	integer

#### 4.2.67. Conference Indicator

A CDR measure for conference indicator.

**Description:** Indicates if the Agent initiated a consult or consult-to-queue that results in a conference.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	conference_indicator	boolean

#### 4.2.68. Conference Initiated To Queue

A count of engagements conference initiated by the agent that was a result of a consult to queue.

**Description:** Conference Initiated To Queue counts the engagements where an agent initiates a consult to a queue that ends as a conference within the reporting period. The metric increments by 1 for the agent who initiated the conference for the consult-to-queue call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	conference_initiated_to_queue	integer
AgentByChannel	True	True	conference_initiated_to_queue	integer
Channel	True	False	N/A	N/A
Queue	True	True	conference_initiated_to_queue	integer
AgentByQueue	True	True	conference_initiated_to_queue	integer
QueueByChannel	True	True	conference_initiated_to_queue	integer

#### 4.2.69. Conference Initiated To User

A count of engagements conference initiated by the agent that was a result of a consult.

**Description:** Conferenced Initiate To User is a count of engagements where an agent initiates a consult to another agent that ends as a conference within the reporting period. The metric increments by 1 for the agent who initiated the conference for the consult-to-user call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	conference_initiated_to_user	integer
AgentByChannel	True	True	conference_initiated_to_user	integer
Channel	True	False	N/A	N/A
Queue	True	True	conference_initiated_to_user	integer
AgentByQueue	True	True	conference_initiated_to_user	integer
QueueByChannel	True	True	conference_initiated_to_user	integer

#### 4.2.70. Conference To External

A count of engagements conference to an external party.

**Description:** The metric represents the count of engagements that an agent initiated a conferenced with an external party outside the contact center.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	conference_to_external	integer
AgentByChannel	True	True	conference_to_external	integer
Channel	True	False	N/A	N/A
Queue	True	True	conference_to_external	integer
AgentByQueue	True	True	conference_to_external	integer
QueueByChannel	True	True	conference_to_external	integer

#### 4.2.71. Conference To External Indicator

A CDR measure for conference to external.

**Description:** Indicates if the Agent initiated a consult to an external contact that resulted in the conference for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	conference_to_external_indicator	boolean

#### 4.2.72. Consult Accepted From Queue

A count of engagements answered by the agent on the queue that was a result of a consult.

**Description:** A count of consults engagements accepted by an agent that was a result of a consult-to-queue within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consult_accepted_from_queue	integer
AgentByChannel	True	True	consult_accepted_from_queue	integer
Channel	True	False	N/A	N/A
Queue	True	True	consult_accepted_from_queue	integer
AgentByQueue	True	True	consult_accepted_from_queue	integer
QueueByChannel	True	True	consult_accepted_from_queue	integer

#### 4.2.73. Consult Accepted From Queue Indicator

A CDR measure for consult calls an agent accepts.

**Description:** Indicates if a consult-to-queue request for the engagement was accepted by an agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_accepted_from_queue_indicator	boolean

#### 4.2.74. Consult Accepted From User

A count of engagements answered by the agent that was a result of a consult.

**Description:** A count of consults engagements accepted by an agent that was a result of a consult-to-user within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consult_accepted_from_user	integer
AgentByChannel	True	True	consult_accepted_from_user	integer
Channel	True	False	N/A	N/A
Queue	True	True	consult_accepted_from_user	integer
AgentByQueue	True	True	consult_accepted_from_user	integer
QueueByChannel	True	True	consult_accepted_from_user	integer

#### 4.2.75. Consult Accepted From User Indicator

A CDR measure for consult calls an agent accepts.

**Description:** Indicates if a consult-to-user request for the engagement was accepted by an agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_accepted_from_user_indicator	boolean

#### 4.2.76. Consulted Duration

The duration the agent was consulted by another resource.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consulted_duration	duration
AgentByChannel	True	True	consulted_duration	duration
Channel	True	False	N/A	N/A
Queue	True	True	consulted_duration	duration
AgentByQueue	True	True	consulted_duration	duration
QueueByChannel	True	True	consulted_duration	duration

**4.2.77. Consulting Duration**

The duration the agent spent consulting with another resource.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consulting_duration	duration
AgentByChannel	True	True	consulting_duration	duration
Channel	True	False	N/A	N/A
Queue	True	True	consulting_duration	duration
AgentByQueue	True	True	consulting_duration	duration
QueueByChannel	True	True	consulting_duration	duration

**4.2.78. Consulting External Duration**

The duration the agent spent consulting with another external resource.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consulting_external_duration	duration
AgentByChannel	True	True	consulting_external_duration	duration
Channel	True	False	N/A	N/A
Queue	True	True	consulting_external_duration	duration
AgentByQueue	True	True	consulting_external_duration	duration
QueueByChannel	True	True	consulting_external_duration	duration

#### 4.2.79. Consult Initiated To Queue

A count of engagements where the agent initiated a consult to queue.

**Description:** A count of engagements where the agent initiated a consult as consult-to-queue within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consult_initiated_to_queue	integer
AgentByChannel	True	True	consult_initiated_to_queue	integer
Channel	True	False	N/A	N/A
QueueByChannel	True	True	consult_initiated_to_queue	integer
Queue	True	True	consult_initiated_to_queue	integer
AgentByQueue	True	True	consult_initiated_to_queue	integer

#### 4.2.80. Consult Initiated To Queue Indicator

A CDR measure to indicate the consult calls (dialog) an agent makes to Queue.

**Description:** Indicates if the Agent initiated a consult-to-queue for the engagement that may or may not be accepted by the consulted queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_initiated_to_queue_indicator	boolean

#### 4.2.81. Consult Initiated To User

A count of engagements where the agent initiated a consult with another user.

**Description:** A count of engagements where the agent initiated a consult as consult-to-user within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consult_initiated_to_user	integer
AgentByChannel	True	True	consult_initiated_to_user	integer
Channel	True	False	N/A	N/A
QueueByChannel	True	True	consult_initiated_to_user	integer
Queue	True	True	consult_initiated_to_user	integer
AgentByQueue	True	True	consult_initiated_to_user	integer

#### 4.2.82. Consult Initiated To User Indicator

A CDR measure for consult calls an agent makes.

**Description:** Indicates if the Agent initiated a consult-to-user for the engagement that may or may not be accepted by the consulted agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_initiated_to_user_indicator	boolean

### 4.2.83. Consult To External

A count of engagements where the agent initiated a consult with External.

**Description:** A count of engagements where the agent initiated a consult to an external number within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	consult_to_external	integer
AgentByChannel	True	True	consult_to_external	integer
Channel	True	False	N/A	N/A
QueueByChannel	True	True	consult_to_external	integer
Queue	True	True	consult_to_external	integer
AgentByQueue	True	True	consult_to_external	integer

### 4.2.84. Consult To External Indicator

A CDR measure for external consult calls an agent makes.

**Description:** This measure indicates the consults initiated by an agent to an external number and it accepted by the external party. This measure is available only in the CDR report.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_to_external_i ndicator	boolean

### 4.2.85. Consult To External Number

External Address the agent consulted.

**Description:** This measure indicates the consulted external number. This measure is available only in the CDR report.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	consult_to_external_ number	varchar

#### 4.2.86. Contacts Queueing

A count of the current number of engagements waiting in the queue.

**Description:** This is an instantaneous measure only available on Real Time reports for Queue dimension. At midnight reset, its value is not reset or cleared.

The measure can increment or decrement by 1 for the Queue dimension based on the following:

Increments when engagement enters in QUEUED state.

Decrements when previous state of engagement is QUEUED, and current state is other than QUEUED.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	False	N/A	N/A

#### 4.2.87. Customer Phone Number

The calling number of the external participant for the callback.

**Description:** This metric indicates the phone number for the external party to facilitate callback.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	customer_phone_number	varchar

#### 4.2.88. Dialed Number

The original dialed number for the emergency engagement.

**Description:** This metric represent the original dialed number relating to an emergency engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	True	dialed_number	varchar

#### 4.2.89. Dialog End Time

The end timestamp of the dialog in the engagement.

**Description:** This metric represents the end timestamp of the dialogue linked to an engagement. Note: an engagement might have multiple associated dialogs.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	True	dialog_end_time	timestamp

**4.2.90. Dialog Start Time**

The start timestamp of the dialog in the engagement.

**Description:** Epoch UTC timestamp when this dialog was first created in the system.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	dialog_start_time	timestamp

**4.2.91. Direction**

Direction of a digital message.

**Description:** Direction of an email message, INCOMING is received by contact center and OUTGOING is sent from the contact center.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	direction	varchar

**4.2.92. Disposition Code ID**

Disposition Code Id, the unique identifier of the disposition code

**Description:** Unique ID for this disposition code in the system.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	disposition_code_id	varchar

**4.2.93. Disposition Code Occurrences**

A count of times the agent used the disposition code within the reporting period.

**Description:** The number of times within the reporting period that the agent selected this disposition code for engagements.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByDispositionCode	False	True	disposition_code_occurrences	integer

#### 4.2.94. Emergency Indicator

An indicator marking that an emergency call was initiated.

**Description:** Indicates if the Agent initiated an emergency call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	True	emergency_indicator	boolean

#### 4.2.95. Engagement Complete

Timestamp when the engagement finished with the customer.

**Description:** Epoc UTC timestamp when the customer disconnected from the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	False	N/A	N/A

#### 4.2.96. Engagement End Timestamp

The end timestamp for the engagement.

**Description:** Epoc UTC timestamp when the engagement was ended. In case of ACW is enabled, Engagement End Timestamp is calculated when ACW finishes.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	True	engagement_end_time	timestamp

#### 4.2.97. Engagement ID

The unique identifier for the engagement.

**Description:**

The Source System ID serves as the unique identifier for the engagement. It is linked to all events pertaining to the engagement. This ID acts as the primary means to trace system log events related to an engagement and to filter Call Trace and Contact Detail Record (CDR) reports effectively.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	engagement_id	varchar
CallbackDetail	True	True	engagement_id	varchar

#### 4.2.98. Engagement Offered Timestamp

The offered timestamp for the engagement.

**Description:** The measure contains the UTC timestamp indicating when the engagement was first offered. The Engagement Offered Timestamp is not updated in the case of consults/transfers.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	engagement_offered_time	timestamp

#### 4.2.99. Engagement Queued Timestamp

The queued timestamp for the engagement.

**Description:** The measure contains the UTC timestamp indicating when the engagement was first queued. The Engagement Queued Timestamp is not updated in the case of consults/transfers.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	engagement_queued_time	timestamp

#### 4.2.100. Engagement Source

The external system that was the source of the engagement that is being generated into AXP

**Description:** A passthrough measure which identified the external system that was the source of the engagement sent to AXP.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	engagement_source	varchar

#### 4.2.101. Engagement Start Timestamp

The start timestamp for the engagement.

**Description:** Epoch UTC timestamp when this engagement was first created in the system.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	engagement_start_time	timestamp

#### 4.2.102. Exclusivity Count

The count of times the Exclusivity Mode (Voice Priority) was activated.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	True	exclusivity_count	integer

#### 4.2.103. Exclusivity Duration

The total amount of time the agent spent in the Exclusivity Mode (Voice Priority).

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	True	exclusivity_duration	duration

#### 4.2.104. Expected Wait Time

An estimate in seconds for how long an engagement on this queue can expect to wait before being answered.

**Description:** An estimate in seconds for how long an engagement on this queue can expect to wait before being answered.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.105. External Call Indicator

Identifier to track the origin of voice engagements in the contact center.

**Description:** Indicates whether the contact originated internally or externally. It is set to TRUE if external; or FALSE if internal. This measure applies to Voice engagements only.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	external_call_indicat or	boolean

#### 4.2.106. External Calls Duration

The amount of time the agent spent on external calls during the reporting period.

**Description:** The cumulative duration of the agent's involvement in external voice contacts during the reporting period. This duration encompasses both active and hold time. Time the contact spends alerting at the agent or time the agent spends in ACW relating to this engagement is not included. Time the agent spends on external consultation or conferences is not included in this measure.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	external_calls_duration	duration

#### 4.2.107. External Participant ID

The unique identifier of the external participant for the engagement.

**Description:** This is a unique system generated identifier for the external participant on the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	external_participant_id	varchar

#### 4.2.108. External Voice Calls

A count of external voice calls made by the agent within the reporting period.

**Description:** The count of outbound voice engagements made by the agent within the reporting interval. This measures increments for personal, emergency and outbound contacts.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	external_voice_calls	integer

#### 4.2.109. Forwarded

A count of engagements forwarded by the agent within the reporting period.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	forwarded	integer
AgentByChannel	True	True	forwarded	integer
Channel	True	False	N/A	N/A

**4.2.110. Group Name**

Group Name of the user or agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Group	True	False	N/A	N/A

**4.2.111. Group Status**

Status of the Group indicating is 'Deleted' on the system.

**Description:** The measure shows the current status of the Group in the contact center. For active Groups the value will be shown as "Live". In cases where the Group was deleted from the system the value will be shown as "Deleted".

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Group	True	False	N/A	N/A

**4.2.112. Hold**

Total count of customer visible holds with in the reporting period.

**Description:** Total count of customer visible holds with in the reporting period. This measure does not increment when consult dialog is held.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	hold	integer
AgentByChannel	True	True	hold	integer
AgentByQueue	True	True	hold	integer

**4.2.113. Hold Duration**

The amount of time between when a call is held to when the call is unheld or disconnected during the reporting period.

**Description:** Total duration in seconds of customer visible hold per interval.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	hold_duration	duration
AgentByChannel	True	True	hold_duration	duration
AgentByQueue	True	True	hold_duration	duration
Channel	True	False	N/A	N/A
Queue	True	True	hold_duration	duration
QueueByChannel	True	True	hold_duration	duration

#### 4.2.114. Idle Time Duration

The amount of time agent is not active on an engagement but available for work.

**Description:** The amount of time in seconds the agent was waiting to be offered an engagement within the reporting period (the Agent was idle with no active Engagement).

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	idle_time_duration	duration

#### 4.2.115. Message Type

The type of message received NEW, REPLY, FORWARD.

**Description:** The messageType provides additional context for the message received i.e. (email, chat, messaging) identifying if the message is new, a reply of a forwarded message.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	message_type	varchar

#### 4.2.116. Not Answered

A count of engagements not answered by the agent within the reporting period.

**Description:** Not Answered is also known as RONA. Count of offered routed contacts not answered by the agent within the reporting period for the selected dimension. For email engagements Not Answered will increment when the initial offer is not answered by an agent.

In the case of consults/transfers to user/queue this measure does not increment when the offer is not answered.

For conference, a consult or consult to service must occur between two agents before a conference can happen, so it is not possible to have a non-answering agent on a conference.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	not_answered	integer
AgentByChannel	True	True	not_answered	integer
AgentByQueue	True	True	not_answered	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	not_answered	integer
QueueByChannel	True	True	not_answered	integer

#### 4.2.117. Not Ready Reason Code Occurrences

A count of times the agent used the reason code within the reporting period.

**Description:** The number of times within the reporting period that the agent selected the reason code while going to 'Not Ready' state.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByNotReadyReasonCode	False	True	not_ready_reason_code_occurrences	integer

#### 4.2.118. NR Reason Code

The 'Not Ready Reason Code' which is selected when Agent goes to 'Not Ready' state.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	False	N/A	N/A

#### 4.2.119. Observed

A count of the agents observed by a supervisor within the reporting period.

**Description:** A count of engagements where the Agent was observed by another Agent\Supervisor within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	True	observed	integer
AgentByChannel	False	True	observed	integer
AgentByQueue	False	True	observed	integer
Queue	False	True	observed	integer
QueueByChannel	False	True	observed	integer

#### 4.2.120. Observed Duration

The amount of time agents were observed by a supervisor within the reporting period.

**Description:** The amount of time the agent had an engagement where the agent was observed by Supervisor within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	True	observed_duration	duration
AgentByChannel	False	True	observed_duration	duration
AgentByQueue	False	True	observed_duration	duration
Queue	False	True	observed_duration	duration
QueueByChannel	False	True	observed_duration	duration

#### 4.2.121. Observe Indicator

An indicator marking the agent was observed by a supervisor.

**Description:** Indicates if the Agent was observed by Supervisor for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	False	True	observe_indicator	boolean

#### 4.2.122. Observing

A count of the number of times a supervisor was observing an agent within the reporting period.

**Description:** A count of engagements where the Supervisor observed an Agent within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	True	observing	integer
AgentByChannel	False	True	observing	integer
AgentByQueue	False	True	observing	integer
Queue	False	True	observing	integer
QueueByChannel	False	True	observing	integer

### 4.2.123. Observing Duration

The amount of time a supervisor was observing an agent within the reporting period.

**Description:** The amount of time the agent had an engagement where Supervisor was observing an agent within the reporting period for the selected dimension.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	False	True	observing_duration	duration
AgentByChannel	False	True	observing_duration	duration
AgentByQueue	False	True	observing_duration	duration
Queue	False	True	observing_duration	duration
QueueByChannel	False	True	observing_duration	duration

### 4.2.124. Offered

A count of engagements directed to the agent within the reporting period.

**Description:** The offered measure represents a count of contacts directed to the agent within the reporting period. Offered is not incremented for consults, conferences. Offered is incremented for each re-offer after a RONA. The offered measure will increment even if the agent to whom it was offered to does not answer the contact. Offered is not an indicator of the number of unique calls offered to the contact center.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	offered	integer
AgentByChannel	True	True	offered	integer
AgentByQueue	True	True	offered	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	offered	integer
QueueByChannel	True	True	offered	integer

### 4.2.125. Offered Attributes

The attributes for the engagement offered to an agent.

**Description:** If the engagement is offered to an agent, and if this offered engagement has any attributes, they are marked as offered attributes. For example, if a call is routed to an agent with the attribute 'department.sales,language.english' then the offered attributes would be 'department.sales, language.english' for that engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	offered_attributes	varchar

#### 4.2.126. Offered To Queue

A count of engagements offered to the Queue within the reporting period.

**Description:** The offeredToQueue measure represents a count of contacts directed to the queue within the reporting period. OfferedToQueue is not incremented for consults. OfferedToQueue is incremented for each re-offer after a RONA. OfferedToQueue is not an indicator of the number of unique calls offered on queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	offered_to_queue	integer
QueueByChannel	True	True	offered_to_queue	integer
Channel	True	False	N/A	N/A

#### 4.2.127. Oldest Engagement Waiting

The current duration of oldest waiting engagement in the queue.

**Description:** The amount of time in seconds that the oldest engagement has been waiting to be answered in the queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.128. Oldest Engagement Waiting Timestamp

The timestamp in seconds of the oldest engagement in queue.

**Description:** The timestamp in seconds of the oldest engagement in queue. This metric is useful for creating a real-time countdown timer in client applications, displaying the elapsed time between the oldest engagement waiting and the current time. This visual representation accurately reflects the time a contact has been waiting in the queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.129. Oldest Specialized Engagement Waiting

The amount of time in seconds that the oldest specialized engagement associated with an agent has been waiting to be answered.

**Description:** The longest time in seconds that a specialized engagement was waiting to be answered on this queue. A specialized engagement is an engagement that contained additional routing attributes.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

**4.2.130. Oldest Specialized Engagement Waiting Timestamp**

The arrival timestamp of the specialized engagement that was waiting the longest.

**Description:** The EPOC timestamp for the arrival of the specialized engagement that was waiting for the longest time on this queue. A specialized engagement is an engagement that contained additional routing attributes.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

**4.2.131. Processing Engagement Count**

The number of engagements associated with the queue that have been accepted by an agent and have yet to be completed.

**Description:** A count of engagements on this queue accepted by an agent but not yet completed.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

**4.2.132. Processing Specialized Engagement Count**

The number of specialized engagements associated with the queue that have been accepted by an agent and have yet to be completed.

**Description:** A count of specialized engagements on this queue accepted by an agent but not yet completed. A specialized engagement is an engagement that contained additional routing attributes.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

**4.2.133. Provider ID**

The unique identifier of the channel provider for the engagement.

**Description:** ID to uniquely identify the provider. "ProviderId" typically refers to an identifier associated with a specific service provider or platform that the contact center is using. This identifier helps distinguish between different providers, especially in scenarios where the contact center utilizes services from multiple vendors or platforms. The "providerId" could be linked to various components within the contact center, such as telephony services, digital services like chat/SMS/emails, customer relationship management (CRM) platforms, or other integrated tools. For example, a chat/emails/sms contact center configures providers. So engagements associated with these providers will show the ID of that source system as a provider ID.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	provider_id	varchar

#### 4.2.134. Queued Attributes

The attributes for the engagement while on queue.

**Description:** If the engagement is in the queue (if the agent is not available), and if this queued engagement has any attributes, they are marked as queued attributes. For example, if a call is routed to an agent with the queue 'sales' and the attribute 'department.sales,' and for some reason, if this call is in the queue, then the queued attributes would be 'department.sales.'

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	queued_attributes	varchar

#### 4.2.135. Queue ID

Queue Id, the unique identifier of the Queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	queue_id	varchar
CallbackDetail	True	True	queue_id	varchar

#### 4.2.136. Queue Occupancy

The percentage ratio of busy agents to staffed agents associated with the queue.

**Description:**

The term "queue occupancy measure" reflects the percentage of agents actively handling calls compared to the total staffed agents assigned to a particular queue. For instance, if a queue is designated for 4 agents and only 1 of them is currently occupied with a call, the queue occupancy would be 25%. If all the agents assigned to this queue are engaged, the queue occupancy would register as 100%. Conversely, when all agents are available and not occupied with calls, the queue occupancy would be 0%.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.137. Reason Code Name

Reason Code Name, the name of the reason code

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.138. Rolling ASA

The average amount of time in seconds it takes to answer an engagement associated with the queue.

**Description:** Rolling ASA(Average Speed Answer) represents the average wait time experienced by all calls answered for the queue during the interval. It is measured from the time the contact arrives until the time it is first answered (not the time the contact is completely finished). It is a realtime measure and its value doesnt reset during the midnight reset.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.139. Send From

Sender of the message set by the provider.

**Description:** The sendFrom represents the contact information of the sender for which the engagement was created: a mailbox, a twitter account, a Facebook account, a chat integration.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	send_from	varchar

#### 4.2.140. Send To

To recipients of the message set by the provider.

**Description:** The sendTo represents that list of recipients for which the engagement was created: a mailbox, a twitter account, a Facebook account, a chat integration.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	send_to	varchar

#### 4.2.141. Source Address

The source address is intended to represent the address from which the CCaaS engagement was created: a mailbox, a twitter account, a Facebook account, a chat integration will be the same as the (To) address.

**Description:** The source address is intended to represent the address from which the engagement was created: a mailbox, a twitter account, a Facebook account, a chat integration.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	source_address	varchar

#### 4.2.142. State

Call state derived from the agent events.

**Description:** Indicates the current state of the engagement. States are: ALERTING, ACTIVE,CUSTOMER\_DISCONNECT, HOLD,CONSULT\_TRANSFERRED,CONSULT\_ALERTING,CONSULT\_ACCEPTED,CONSULT\_DISCONNECT,CONSULT\_HOLD,CONSULT\_ACTIVE\_EXTERNAL,ACW\_ACTIVATED,ACW\_COMPLETED.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	False	N/A	N/A

#### 4.2.143. Status

The status of the callback, PENDING, DELIVERING, DELIVERED or TERMINATED.

**Description:** When a customer contacts the call center and prefers not to wait in the queue, the contact center offers the option to callback the customer. And status Indicates the state of the callback. Possible values: PENDING, DELIVERING, DELIVERED, TERMINATED.

PENDING states customer has requested but yet to be executed from contact center end.

DELIVERING states callback with customer has been initiated.

DELIVERED states callback has been successfully delivered to customer.

TERMINATED states callback doesnt get delivered to customer and reasons can be any of it as below:

"MAX\_ATTEMPTS\_REACHED",

"CANCELED\_BY\_CUSTOMER",

"NOT\_WITHIN\_BUSINESS\_HOURS",

"INVALID\_DESTINATION\_NUMBER",

"UNKNOWN",

"INVALID\_QUEUE"

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	status	varchar

#### 4.2.144. Subject

Subject of the message set by the provider.

**Description:** The subject specified in the incoming email.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	subject	varchar

#### 4.2.145. Termination Reason

The callback termination reason when callback engagement is ended.

**Description:** This measure contains the termination reason for a callback engagement.

Termination reasons are: "MAX\_ATTEMPTS\_REACHED", "CANCELED\_BY\_CUSTOMER", "NOT\_WITHIN\_BUSINESS\_HOURS", "INVALID\_DESTINATION\_NUMBER", "UNKNOWN" and "INVALID\_QUEUE".

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
CallbackDetail	True	True	termination_reason	varchar

#### 4.2.146. Time In ACW

A continuous count of the time an agent is in ACW (After Contact Work) in realtime reports.

**Description:** The continuous ticking count of time occurs when the agent enters the ACW state. The ticking count stops when the agent exits the ACW state. The timeInACW measure is available only in the realtime reports.

When an agent has multiple active ACW across channels or contacts, the timeInACW stops ticking only when all active ACWs are completed by the agent. The timeInACW continues to increment even if the agent has an active engagement concurrently with the ACW.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.147. Time Active

A continuous count of time in 'ACTIVE' state in realtime reports.

**Description:** The time in seconds that the agent has remained in the ACTIVE state. Resets to zero when not active.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A
AgentByChannel	True	False	N/A	N/A

#### 4.2.148. Time In State

A continuous count of time in agent state in realtime reports.

**Description:** Time In State displays the time in seconds the state that the agent has remained. Agent states are "Ready", "NotReady" and "LoggedOut". This measure resets on every change of state of the Agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.149. Time Logged In

A continuous count of time in 'logged in' in realtime reports.

**Description:** The term "timeLoggedIn" reflects the continuous count of time logged in within realtime reports. This measure is specific to realtime reports only. It shows a continuous count of time an agent is logged in; in other words, it's a tick counter where the value updates every second in realtime reports. The count starts when an agent enters the ready state and continues updating until the agent finishes their work. Once the agent clicks on "finish work," timeLoggedIn is reset to 0 and stops updating.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.150. Time On Hold

A continuous count of time in 'HOLD' state in realtime reports.

**Description:** The continuous ticking count of time since the customer dialog of engagements is held. The ticking count stops when the customer dialog of engagements is unheld. This measure is incremented even when customer dialog of engagement is held automatically due to a consult initiation. However, this measure is not incremented when consult dialog is held.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A
AgentByChannel	True	False	N/A	N/A

#### 4.2.151. Total Time Not Ready

The amount of time the agent has been in a 'Not Ready' state during the reporting period.

**Description:** The duration in seconds that the agent was in Not Ready state within the reporting period. The duration is calculated when Analytics receives both start-time and end-time and is the difference between these two times.

The start-time is when the agent enters Not Ready state. This happens when agent selects Not Ready by ReasonCode option or Additional Work. It should be noted that a single channel RONA will not cause the agent to enter a Not Ready state. It will only happen when all channels assigned to the agent are in a Not Ready state.

The end-time is when the agent enters a Ready State, or when the agent logs out when agent selects Finish Work option.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	total_time_not_ready	duration

#### 4.2.152. Transfer Accepted From Queue

A count of engagements where a SingleStepTransferFromQueue was successful.

**Description:** The number of times a transfer was accepted from queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	transfer_accepted_from_queue	integer
QueueByChannel	True	True	transfer_accepted_from_queue	integer
Agent	True	True	transfer_accepted_from_queue	integer
AgentByChannel	True	True	transfer_accepted_from_queue	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
AgentByQueue	True	True	transfer_accepted_from_queue	integer

#### 4.2.153. Transfer Accepted From User

A count of engagements where a SingleStepTransferFromUser was successful.

**Description:** The number of times a transfer was accepted by a user.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_accepted_from_user	integer
AgentByChannel	True	True	transfer_accepted_from_user	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	transfer_accepted_from_user	integer
AgentByQueue	True	True	transfer_accepted_from_user	integer

#### 4.2.154. Transfer Initiated To Queue

A count of engagements where a SingleStepTransferToQueue was initiated.

**Description:** The number of times a transfer to queue was initiated.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	transfer_initiated_to_queue	integer
QueueByChannel	True	True	transfer_initiated_to_queue	integer
Agent	True	True	transfer_initiated_to_queue	integer
AgentByChannel	True	True	transfer_initiated_to_queue	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
AgentByQueue	True	True	transfer_initiated_to_queue	integer

#### 4.2.155. Transfer Initiated To User

A count of engagements where a SingleStepTransferToUser was initiated.

**Description:** The number of times a transfer to user was initiated.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_initiated_to_user	integer
AgentByChannel	True	True	transfer_initiated_to_user	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A
Queue	True	True	transfer_initiated_to_user	integer
AgentByQueue	True	True	transfer_initiated_to_user	integer

**4.2.156. Transfer To External Cancelled**

A count of transfer to external cancelled calls per agent/channel.

**Description:** The number of times a transfer to external user was initiated and subsequently cancelled.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_to_external_cancelled	integer
AgentByChannel	True	True	transfer_to_external_cancelled	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A

**4.2.157. Transfer To External Failed**

A count of transfer to external failed calls per agent/channel.

**Description:** The number of times a transfer to external user was initiated but failed to complete.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_to_external_failed	integer
AgentByChannel	True	True	transfer_to_external_failed	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A

**4.2.158. Transfer To External Initiated**

A count of transfer to external initiated calls per agent/channel.

**Description:** The number of times a transfer to external user was initiated.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_to_external_initiated	integer
AgentByChannel	True	True	transfer_to_external_initiated	integer
Channel	True	False	N/A	N/A
Group	True	False	N/A	N/A

**4.2.159. Transfer To Queue Cancelled**

A count of engagements where a SingleStepTransferToQueue was cancelled.

**Description:** The number of times a transfer to queue was initiated and subsequently cancelled.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	transfer_to_queue_cancelled	integer
QueueByChannel	True	True	transfer_to_queue_cancelled	integer
Agent	True	True	transfer_to_queue_cancelled	integer
AgentByChannel	True	True	transfer_to_queue_cancelled	integer
Group	True	False	N/A	N/A
AgentByQueue	True	True	transfer_to_queue_cancelled	integer

**4.2.160. Transfer To Queue Failed**

A count of engagements where a SingleStepTransferToQueue failed.

**Description:** The number of times a transfer to queue was initiated but failed to complete.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	transfer_to_queue_failed	integer
QueueByChannel	True	True	transfer_to_queue_failed	integer
Agent	True	True	transfer_to_queue_failed	integer
AgentByChannel	True	True	transfer_to_queue_failed	integer
Group	True	False	N/A	N/A
AgentByQueue	True	True	transfer_to_queue_failed	integer

#### 4.2.161. Transfer To User Cancelled

A count of engagements where a SingleStepTransferToUser was cancelled.

**Description:** The number of times a transfer to user was initiated and subsequently cancelled.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_to_user_cancelled	integer
AgentByChannel	True	True	transfer_to_user_cancelled	integer
Group	True	False	N/A	N/A
Queue	True	True	transfer_to_user_cancelled	integer
AgentByQueue	True	True	transfer_to_user_cancelled	integer

#### 4.2.162. Transfer To User Failed

A count of engagements where a SingleStepTransferToUser failed.

**Description:** The number of times a transfer to user was initiated but failed to complete.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	transfer_to_user_failed	integer
AgentByChannel	True	True	transfer_to_user_failed	integer
Group	True	False	N/A	N/A
Queue	True	True	transfer_to_user_failed	integer
AgentByQueue	True	True	transfer_to_user_failed	integer

#### 4.2.163. Transfer Indicator

Indicator to identify if the agent transferred the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	transfer_indicator	boolean

#### 4.2.164. User Status

Status of the user indicating if the user is 'Live' or 'Deleted' on the system

**Description:** The measure indicates the current status of the user in the contact center. For the existing agents the measure value equals to "Live". In cases if the agent was deleted from the system the indicator shows status "Deleted" even if the agent measures are still showing for the current interval after the agent has been deleted.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	False	N/A	N/A

#### 4.2.165. Waiting Engagement Count

The number of engagements associated with the queue that have yet to be accepted by an agent.

**Description:** A count of engagements on this queue that are waiting to be accepted by an agent.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.166. Waiting Specialized Engagement Count

The number of specialized engagements associated with the queue that have yet to be accepted by an agent

**Description:** N/A

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
QueueByChannel	True	False	N/A	N/A

#### 4.2.167. Wait Time

The wait time duration in queued state of the contact.

**Description:** The total time in seconds that engagements have spent waiting in this queue.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Queue	True	True	wait_time	duration
QueueByChannel	True	True	wait_time	duration

#### 4.2.168. Warm Transfer Accepted From Queue

A count of engagements where a consult to queue resulted in a transfer to a user was accepted by a user.

**Description:** Warm Transfer Accepted From Queue represents the number of engagements where a consult-to-queue call, answered by an agent, led to a transfer within the reporting period. This metric increases by 1 for the agent who answered the consult when the initiating agent completes the consult as a transfer.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	warm_transfer_accepted_from_queue	integer
AgentByChannel	True	True	warm_transfer_accepted_from_queue	integer
Channel	True	False	N/A	N/A
Queue	True	True	warm_transfer_accepted_from_queue	integer
AgentByQueue	True	True	warm_transfer_accepted_from_queue	integer
QueueByChannel	True	True	warm_transfer_accepted_from_queue	integer

#### 4.2.169. Warm Transfer Accepted From User

A count of engagements where a consult to user resulted in a transfer to the user was accepted by the user.

**Description:** Warm Transfer Accepted From User represents the number of engagements where a consult-to-user call, answered by an agent, led to a transfer within the reporting period. This metric increases by 1 for the agent who answered the consult when the initiating agent completes the consult as a transfer.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	warm_transfer_accepted_from_user	integer
AgentByChannel	True	True	warm_transfer_accepted_from_user	integer
Channel	True	False	N/A	N/A
Queue	True	True	warm_transfer_accepted_from_user	integer
AgentByQueue	True	True	warm_transfer_accepted_from_user	integer
QueueByChannel	True	True	warm_transfer_accepted_from_user	integer

**4.2.170. Warm Transfer Initiated To Queue**

A count of engagements where a consult to queue resulted in an agent initiating a transfer to a user.

**Description:** Warm Transfer Initiated To Queue represents the number of engagements where an agent initiates a transfer for a call within the reporting period, which was originally a consult-to-queue call answered by an agent. The metric increases by 1 for the agent who initiated the transfer for the consult-to-queue call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	warm_transfer_initiated_to_queue	integer
AgentByChannel	True	True	warm_transfer_initiated_to_queue	integer
Channel	True	False	N/A	N/A
Queue	True	True	warm_transfer_initiated_to_queue	integer
AgentByQueue	True	True	warm_transfer_initiated_to_queue	integer
QueueByChannel	True	True	warm_transfer_initiated_to_queue	integer

**4.2.171. Warm Transfer Initiated To User**

A count of engagements where a consult to user resulted in an agent initiating a transfer to the user.

**Description:** Warm Transfer Initiated To User represents the number of engagements where an agent initiates a transfer for a call within the reporting period, which was originally a consult-to-user call answered by an agent. The metric increases by 1 for the agent who initiated the transfer for the consult-to-user call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	warm_transfer_initiated_to_user	integer
AgentByChannel	True	True	warm_transfer_initiated_to_user	integer
Channel	True	False	N/A	N/A
Queue	True	True	warm_transfer_initiated_to_user	integer
AgentByQueue	True	True	warm_transfer_initiated_to_user	integer
QueueByChannel	True	True	warm_transfer_initiated_to_user	integer

#### 4.2.172. Warm Transfer To External

A count of engagements transfer initiated by the agent that was a result of a consult.

**Description:** Warm Transfer to External represents the number of engagements where an agent initiates a transfer for a call within the reporting period, which was originally a consult-to-external call answered by an external user. The metric increases by 1 for the agent who initiated the transfer for the consult-to-external call.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
Agent	True	True	warm_transfer_to_external	integer
AgentByChannel	True	True	warm_transfer_to_external	integer
Channel	True	False	N/A	N/A
Queue	True	True	warm_transfer_to_external	integer
AgentByQueue	True	True	warm_transfer_to_external	integer
QueueByChannel	True	True	warm_transfer_to_external	integer

#### 4.2.173. Warm Transfer To External Indicator

A CDR measure for consult transfer external indicator.

**Description:** Indicates if the Agent initiated a consult-to-external that resulted in the Transfer for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	warm_transfer_to_external_indicator	boolean

#### 4.2.174. Warm Transfer To Queue Indicator

When a consult to queue that results in an accepted transfer occurs then the indicator on the engagement will be set to true.

**Description:** Indicates if the Agent initiated a consult-to-queue that resulted in the Transfer for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	warm_transfer_to_queue_indicator	boolean

#### 4.2.175. Warm Transfer To User Indicator

When a consult to user that results in an accepted transfer occurs then the indicator on the engagement will be set to true.

**Description:** Indicates if the Agent initiated a consult-to-user that resulted in the Transfer for the engagement.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
DialogDetail	True	True	warm_transfer_to_user_indicator	boolean

#### 4.2.176. Work Limit

The multiplicity of the agent for a specific channel.

**Description:** The maximum number of contacts that can be assigned to an agent within a given channel simultaneously.

Supported Dimensions	Realtime	Historical	Historical Column	Historical Type
AgentByChannel	True	False	N/A	N/A

## 5. Instantaneous/Passthrough Realtime-Measures

### 5.1 List of Instantaneous/Passthrough Realtime-Measures

Here is a list of measures that do not reset at midnight, meaning their values persist beyond the daily reset cycle.

abandonedIndicator	active
activeAgentsInACW	activeEngagements
activeEngagementsInACW	acwEndTimestamp
acwIndicator	acwStartTimestamp
agentBusyCount	agentId
agentInitiatedDisconnect	agentLastName
agentLoginId	agentReadyCount
agentStaffedCount	agentState
alerting	answeredTimestamp
attributes	bargeEndTimestamp
bargeIndicator	bargeStartTimestamp
businessAccountName	callbackAttempts
callbackCreatedTimestamp	callbackEndedTimestamp
callbackEngagementId	channelId
channelState	channelStateTimestamp
channelType	channelWorkState
coachIndicator	coachTimestamp
completedEngagementCount	completedSpecializedEngagementCount
conferenceIndicator	conferenceToExternalIndicator
consultAcceptedFromQueueIndicator	consultAcceptedFromUserIndicator
consultInitiatedToQueueIndicator	consultInitiatedToUserIndicator
consultToExternalIndicator	consultToExternalNumber
contactsQueueing	customerPhoneNumber
dialogStartTime	direction
dispositionCodeId	engagementId
engagementOfferedTimestamp	engagementQueuedTimestamp
engagementSource	engagementStartTimestamp
expectedWaitTime	externalCallIndicator
externalParticipantId	groupName
groupStatus	isDefaultQueue
messageType	offeredAttributes
oldestEngagementWaiting	oldestEngagementWaitingTimestamp

## Avaya Experience Platform™ Analytics Data Dictionary

oldestSpecializedEngagementWaiting	oldestSpecializedEngagementWaitingTimestamp
processingEngagementCount	processingSpecializedEngagementCount
providerId	queuedAttributes
queueId	queueName
queueOccupancy	reasonCodeName
rollingASA	sendFrom
sendTo	sourceAddress
state	status
subject	terminationReason
timeInACW	timeActive
timeInState	timeLoggedIn
timeOnHold	transferIndicator
userStatus	waitingEngagementCount
waitingSpecializedEngagementCount	warmTransferToExternalIndicator
warmTransferToQueueIndicator	warmTransferToUserIndicator
workLimit	