CLEARVIEW METRICS DOC

ACD Metrics

Metric Name	Description
Abandon Time	The length of time the contact spent in the queue prior to abandoning the call.
Abandon%	The percentage of total contacts queued that abandoned prior to reaching an agent.
Abandons	The number of contacts that spent time waiting to speak to an agent and hung up before the ACD transferred them to an agent. These are not calls that the IVR resolved.
Active Talk Time	The total length of time the contact spent in active conversation with the primary agent. It does not include hold time or conference time.
Active Talk Time%	The percentage of total handle time the agent spent actively speaking with the contact.
ACW Time (ACD)	The length of time the agent spent doing after call work. This is the metric used in calculations when Inbound/Outbound direction is needed.
ACW Time (Agent States)	The length of time the agent spent doing after call work.
ACW%	The percentage of total time logged in that agents spent in the after-call work state. You can display it by skill, campaign, or media.
Agent Offered	The number of inbound and outbound contacts that the system routed to an agent.
Available Time	The length of time agents spent waiting for contacts to arrive.
Available Time%	The percentage of total login time an agent spent in an available state.
Average Handle Time	The average amount of time an agent spent handling a contact.
Avg Abandon Time	The average amount of time a caller waited in the queue before abandoning the call.
Avg Active Talk Time	The average amount of time the contact spent in active conversation with the primary agent.
Avg ACW Time	The average amount of time contacts spent in the after-call work state.
Avg Hold Time	The average amount of time contacts spent on hold with agents.
Avg HPA Time	The average amount of time an agent spent in the held party abandon state.
Avg InQueue Time	The average amount of time contacts spent in the queue.
Avg Speed of Answer	The average amount of time it took an agent to answer a call after the contact chose the option to speak to an agent.
Avg Talk Time	The average amount of time a contact spent speaking with an agent, including hold time and conference time.
Calls	The number of calls connected. It includes calls that reached and agent and calls that the contact or dialer abandoned.
Conference Time	The amount of time the agent spent in conference with another agent and the contact.

Conferences	The number of times a call was conferenced.
Consult Time	The amount of time the agent spent speaking with another agent or supervisor.
Handle Time	The amount of time the agent actively handled the contact.
Handle Time%	The percentage of total time logged in an agent spent handling a contact.
Handled	Also known as Contacts Answered, the number of inbound and outbound contacts that at some point spoke with an agent.
Held	Count of number of contacts that were place on hold at least one time. These only count as one hold per contact.
Held Party Abandon	The number of contacts that abandoned the call while on hold.
Held Party Abandon Time	The amount of time the agent spent in an unavailable state after a contact abandoned the call while on hold. When an agent puts an active contact on hold and the contact hangs up, the agent's state automatically becomes unavailable. The agent remains unavailable until she manually changes it.
Held%	The percentage of total handled contacts that an agent put on hold.
Hold Time	The amount of time that the contact spent on hold with an agent.
Hold Time%	The percentage of total handle time the agent had the contact on hold.
Holds	The number of times a contact is placed on hold. May include multiple counts per call.
HPA%	The percentage of total held calls where the contact abandoned the call.
In SLA	The number of contacts the agents handled within the defined service level threshold. You can define the SLA when you configure the skill.
Inbound	The number of valid contacts that entered the inContact network and spent at least two seconds there.
Inqueue Time	The amount of time the contact spent waiting in the queue for an agent to take the call.
Inqueue Time%	The percentage of total contact time the contact spent in the queue waiting for an agent to become available.
Login Time	The amount of time the agent was logged in to the system.
Long Abandons	The number of contacts that spent more time in the agent queue than you specified in the short abandon interval before hanging up.
OutSLA	The number of contacts agents handled outside the specified service level threshold. The statics take abandons into account based on the skill configuration.
Prequeue Abandons	The number of contacts that hung up in the IVR after spending more than two seconds there.
PreQueue Abandons%	The percentage of total inbound contacts that exited the system from the IVR or prequeue state. Note that although every contact enters inContact via the IVR on a default skill, inContact does not apply the skill until the customer has exhausted her options in the IVR and decides to speak with an agent. For this reason, this metric does not link to a skill.
Prequeue Time	The amount of time the contact spent in the IVR or prequeue state.
PreQueue Time%	The percentage of total contact time the contact spent in the IVR or prequeue state.
Queued	The number of inbound contacts the system placed in the queue, regardless of the amount of time spent there.

Queued%	The percentage of total inbound contacts that left the IVR and entered a queue, regardless of the amount of time spent in the queue. It does not include transfers.
Refused	The number of contacts the system offered the agent where the agent did not respond. If the system routes the contact to the same agent a second time and they answer the contact, the contact is counted as both a refused call and a handled call for that agent. For this reason, refused and handled may not add up to offered.
Refused Time	The amount of time the agent spent in a refused state. When the agent does not accept a new call before it times out, the system automatically places the agent in a refused state. The agent must manually change his status back to available.
Refused Time%	The percentage of total unavailable time the agent spent in a refused state.
Refused%	The percentage of total contacts offered to the agent that the agent never answered.
Routing Time	The amount of time it took the system to route the contact to an agent after the contact entered the queue.
Service Level %	The percentage of total contacts that the system offered to an agent within the defined service level threshold while taking abandonment impact into account. You can configure the service level and abandonment impacts when you configure a skill. Contacts that do not hit a request agent action are excluded from the service level calculation.
Short Abandons	The number of contacts that spent time in the agent queue and hung up before the time specified in the short abandon interval.
Short Abandons%	The percentage of total contacts queued that abandoned the call within the short abandon time frame configured in the skill.
SLA Calls	Count of calls that are counted toward Service Level. InSLA + OutSLA
Speed of Answer	The amount of time the contact spent waiting for an agent to answer after requesting to speak with an agent. It does not include abandoned calls.
Talk Time	The amount of time the contact spent speaking to an agent between the initial greeting and hanging up. It includes anything that happens during the call, including hold time and conference time. It can include inbound time and outbound time, depending on the report filters.
Talk Time%	The percentage of the total handle time that the agent spent speaking to the contact.
Total Call Time	The percentage of total wait and handle time agents spent handling contacts.
Transferred In	The number of contacts that were the result of a transfer.
Transferred Out	The number of contacts that were transferred out.
Unavailable Time	The amount of time the agent spent in an unavailable state. It includes unavailable states initiated by the agent and unavailable states initiated by the inContact system.
Unavailable Time%	The percentage of total contacts handled that the original agent re-routed.
Working Time	The amount of time an agent was available or actively handling contacts.

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QM Metrics

Metric Name	Description
Answer Count	Shows a count of the number answers for a particular form
Average Closed Form Score	The average percentage score for closed forms. This does not include calibrations.
Avg. Form Score	The average percentage score for forms. This does not include calibrations.
Avg. Section Score	Shows the avg. section score for each section
Closed Critical Fail Count	The number of evaluations that have been closed and were critically failed. These do not include calibrations.
Closed Form Count	The number of evaluations that have been closed. These do not include calibrations.
Closed Form Score	The percentage score of evaluations that have been closed. These do not include calibrations.
Critical Fails	Shows a count of forms graded with a critical failure
Disputes	The number of evaluations that have been disputed. These do not include calibrations.
Form Count	The number of evaluations that have been made. These do not include calibrations.
Form Score	The percentage score for forms. Does not include calibrations.
Raw Form Count	The total number of evaluations that have been made.
Section Count	Shows the number of times section (s) have been completed in a form
Section Score	Shows the scores of sections (s) that have been completed in a form

IEX Metrics

Metric Name	Description
Adherence %	
In Adherence Time	The amount of time an agent spent In Adherence to their schedule
Occupancy %	
Occupancy Time	The amount of time an agent spent working in an attribute
Out Adherence Time	The amount of time an agent spent Out of Adherence to their schedule
Schedule Time	The amount of time an agent was scheduled to be in an attribute

WFM Integration (IEX) Metrics

Metric Name	Description
Occupancy Time	The amount of time an agent spent working in an attribute.
Schedule Time	The amount of time an agent was scheduled to be in an attribute.
In Adherence Time	The amount of time an agent spent In Adherence to their schedule.

Out Adherence Time	The amount of time an agent spent Out of Adherence to their schedule.
Occupancy%	Occupancy Time/ Scheduled Time
Adherence%	In Adherence Time / Scheduled Time

Application Analytics Data Metrics

Metric Name	Description
Duration Metrics	
App Activity Time	The sum of values from the DESKTOP_APPLICATION_ACTIVITY_DURATION_ SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "PRODUCTIVE".
App Idle Time	The sum of values from the DESKTOP_APPLICATION_IDLE_SECONDS field in the Application Activity feed.
App Lock Time	The sum of values from the DESKTOP_APPLICATION_LOCK_SECONDS field in the Application Activity feed.
Gap Idle Time	The sum of values from the DESKTOP_GAP_IDLE_SECONDS field in the Application Activity feed.
Gap Lock Time	The sum of values from the DESKTOP_GAP_LOCK_SECONDS field in the Application Activity feed.
Non-Productive Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "NON-PRODUCTIVE".
Productive Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "PRODUCTIVE".
Total App Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed.
Total Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "PRODUCTIVE", "NON-PRODUCTIVE", "UNCATEGORIZED", or "UNASSIGNED".
Unassigned Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "UNASSIGNED".
Uncategorized Time	The sum of values from the DESKTOP_APPLICATION_SECONDS field in the Application Activity feed where the APPLICATION_CATEGORY_NAME field is "UNCATEGORIZED".

Metric Name	Description
Productivity Metrics	
% Idle Time	[App Idle Time] / [Total Time]
% Non-Productive	Non-Productive Time / Total Time
% Productive	Productive Time / Total Time
% Proficiency	Total Time / Total Application Time
% Unassigned	Unassigned Time / Total Time
% Uncategorized	Uncategorized Time / Total Time

Smart Assist by Amelia Data Dictionary

Metric Name	Description
Agent Escalation	The number of conversations that were transferred (escalated) by Smart Assist to a live agent.
Avg Intents Used	The average number of intents used in a conversation.
Avg Self-Serve Time	The average amount of self-service time in Smart Assist sessions.
Digital Sessions	The number of sessions created within Smart Assist through the REST gateway.
Intents Used	The number of intents used (goals identified) within Smart Assist sessions.
Intents Used (S)	The number of Intents Used (by session) - goals identified. *This metric is hidden from the metric selector and only used as part of some calculated metrics.*
Max Intents Used	The max number of intents used in a session.
Max Self-Serve Time	The max amount of self-service time for a session.
Self-Service Time	The total handle time of sessions within Smart Assist.
Sessions Abandons	The number of sessions that were abandoned in Smart Assist.
Sessions Contained	The number of sessions contained (handled) by Smart Assist.
Total Sessions	The number of sessions created within Smart Assist.
Voice Sessions	The number of sessions that were created in Smart Assist through a voice channel.

Feedback Management Data

Metric Name	Description
Survey Count	The number of surveys that have been received.
Survey Score	The sum of scores from surveys.
Positive Surveys	The number of positive surveys that have been received.
Neutral Surveys	The number of neutral surveys that have been received.
Negative Surveys	The number of negative surveys that have been received.
Average Survey Score	The average score of surveys.

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Digital First Metrics

Metric Name	Description
% Focus Time	The percent amount of total agent contacts time agents spent focusing on digital contacts.
% Negative Contact	The percent number of digital contacts that have a negative sentiment.
% Positive Contact	The percent number of digital contacts that have a positive sentiment.
AHT (DFO)	The average amount of handle time agents spent on digital contacts.
Agent Contact Dur.	The amount of time an agent spent on a digital contact.
Agent FRT	The amount of time it took for an agent's first response in a digital contact.
Agent FRT Count	The number of times an agent had a first response for a digital contact.
Avg Agent FRT	The average amount of time it took for an agent to initially respond to a customer message in a digital contact.
Avg Agent Responses	The average number of agent responses per digital contact.
Avg Contact FRT	The average amount of time it takes for the first agent of a digital contact to provide an initial response message to customers.
Avg Customer Response	The average number of customer responses per digital contact.
Avg FO Response	The average amount of time it took for an agent to provide a follow-on response to a customer message in a digital contact.
Avg Resolution Time	The average amount of time it takes for a digital contact to be resolved.
Avg Response Time	The average amount of time it takes for messages to get a response from either the agent or client.
Closed Contacts	The total number of digital contacts that have been closed.
Contact FRT	The amount of time it takes for the first agent of a digital contact to provide an initial response message to customers.
Contact FRT Count	The number of digital contacts that have had an agent response.
Contacts Created	The total number of digital contacts that have been created.
FO Response Count	The number of times an agent provided a follow-up response to a customer message in a digital contact.
FO Response Time	The amount of time it took for an agent to provide a follow-up response to a customer message in a digital contact.
Focus Count	The number of times an agent focused on a digital contact.
Focus Time	The amount of focus time an agent spent in a digital contact.
Handle Time (DFO)	The amount of handle time an agent has on a digital contact.
Handled (DFO)	The number of digital contacts an agent handled.
Inbound Volume	The number of responses customers have made in digital contacts.

Message Count	The number of messages made in digital contacts.
Message Response Time	The total amount of response times between messages in digital contacts.
Outbound Volume	The number of responses an agent has made in digital contacts.
Pending Contacts	The number of digital contacts that are in a pending status.
Resolution Time	The amount of time it took for a digital contact to be resolved.
Resolved Contacts	The total number of digital contacts that are in a resolved or closed status.
Response Rate	The percent number of cases that have had at least one agent response.
Responsiveness	The number of digital contacts that have had at least one agent response.
Unread Messages	The number of messages that have not been read.