title: Dimensions and metrics available for Journey Orchestration description: Learn about dimensions and metrics available for Journey Orchestration page-status-flag: never-activated uuid: 269d590c-5a6d-40b9-a879-02f5033863fc contentOwner: sauviat products: SG_CAMPAIGN/CLASSIC audience: rns content-type: reference topic-tags: journeys discoiquuid: 5df34f55-135a-4ea8-afc2-f9427ce5ae7b index: n internal: n snippet: y

Dimensions and metrics available for Journey Orchestration {#concept_rfj_wpt_52b}

You can find here the list of every components available in Dynamic reports as well as their definitions.

Segments and **Profiles** components are not available for Journey Orchestration reports.

Please note that if two components are not compatible, the cell will display the value **None**. To learn more on compatibility between dimensions and metrics, refer to this table.

The table below gives you the list of dimensions used in journey reports and their definitions.

Dimensions {#MBE_table_wk4_bnj_w2b}

Dimensions	Definition
Action	List of every action (**action name - action label**) used in journeys e.g. Push - Check out confirmation, Email - Rewards fidelity.
Data source	List of data sources (**data source name**) used to enrich data in a journey e.g. Experience platform, Reservation system.
Event	List of every event (**event name - event label**) used in journeys e.g. Geometrixx event - Geometrixx check out.
Field group	List of field groups (**field group name**) used to enrich data in journeys e.g. Profile field group, Geometrixx reservation system.
Journey	List of every journey (**journey name**) in test mode and live e.g. Cart abandonment, Hotel reservation notification.
Journey version	List of every published version of a journey (**journey name + version's number**) e.g. Cart abandonment v1, Hotel reservation notification v2.
Orchestration	List of every orchestration activity (**Condition, End, Wait**) defined and used in journeys. Condition: Data source condition (condition + number - label) e.g. Condition 1 - No credit card, Condition 2 - credit card holder. Time condition, date condition and split condition (condition number - split number - split details) e.g. Condition - split 1 - 50, Condition 2 - split 2 - 50.

Journey metrics {#MBE_p_p22_c4j_w2b}

The table below gives you the list of metrics used in journey reports, their definitions and formulas.

Metric	Definition	Formula
Completed	Total number of individuals that ended normally the journey.	= Journey exited
Completion rate	Total number of individuals that ended normally the journey compared to the total number of individuals who entered the journey.	= Journey exited/Journey entered*100
Current	Total number of individuals currently in the journey i.e. how many people entered minus people who exited, errors and timed out.	= Journey Entered - (../building-journeys/journey Exited + Error in Event + Error in Enrichment + Error in Action + Timeout in Action + Timeout in Event + Timeout in Enrichment + Journey in Timeout)
Current rate	Total number of individuals currently in the journey compared to the number of individuals who entered the journey.	= Current/Journey entered*100
Entered	Total number of events that occurred to start an individual entry in the journey.	= Event executed
Error	Total number of errors that occurred during a journey but didn't prevent the journey from being successful.	= Error in Journey + Error in Event + Error in Jump + Error in Enrichment + Error in Action + Journey in Timeout + Timeout in Action + Timeout in Event + Timeout in Enrichment
Error in Action	Total number of errors that occurred for actions.	= Error in Action + Timeout in Action
Error in Enrichment	Total number of errors that occurred for a data enrichment when calling a data source/field group.	= Error in Enrichment + Timeout in Enrichment
Error in Event	Total number of errors that occurred for events.	= Error in Event + Timeout in Event
Error rate	Total number of errors that occurred during a journey compared to the total number of occurrences in the journey.	=((Error in Event + Error in Enrichment + Error in Action + Journey in Timeout + Timeout in Action + Timeout in Event + Timeout in Enrichment)/(Executed action + Executed Enrichment + Executed Event + Executed orchestration))*100

Metric	Definition	Formula
Executed Action	Total number of actions executed for a journey.	= Executed action
Executed Enrichment	Total number of enrichments executed by calling a data source to get specific field groups.	= Executed enrichment
Executed Event	Total number of actions executed for a journey.	= Executed event
Executed Orchestration	Total number of orchestration objects (end, wait, condition) executed for a journey.	= Condition executed
Failed	Total number of journeys that were not successfully executed.	= Error in Journey + Journey in timeout
Failed rate	Total number of journeys that were not successfully executed compared to the number of run journeys.	= Error in Journey + Journey in timeout / Journey entered*100

Delivery metrics {#delivery-metrics}

The table below gives you the list of metrics used in journey reports, their definitions and formulas.

Metric	Definition	Formula
Blacklisted	Number of recipients who have declared an email as spam or junk.	failureReason=8, failureType = 2
Blacklisted rate	Total number of messages marked as blacklisted compared to messages sent.	Blacklisted / Sent
Bounces + errors	Total of errors cumulated during delivery and automatic return processing in relation to the total number of sent messages.	status=2
Bounce + error rate	Total number of messages that bounced compared to messages sent.	Bounces / Sent
Click	Number of times a content was clicked in a delivery.	trackingUrlType = 1, 10 or 11

Metric	Definition	Formula
Click through rate	Total number of clicks in a delivery compared to the number of delivered messages.	Unique Clicks / Delivered
Delivered	Number of messages successfully sent, in relation to the total number of sent messages.	status=1
Delivered rate	Total number of messages successfully delivered compared to messages sent.	Delivered / Sent
Error	Total number of errors that occurred during a journey but didn't prevent the journey from being successful.	= Error in Journey + Error in Event + Error in Jump + Error in Enrichment + Error in Action + Journey in Timeout + Timeout in Action + Timeout in Event + Timeout in Enrichment
Hard bounce	Total number of permanent errors, such as a wrong email address.	failureType=2 AND failureReason=8
Hard bounce rate	Total number of deliveries that failed due to permanent errors compared to messages sent.	Hard bounces/ Sent
Mirror page	Number of recipients who clicked on the mirror page link.	trackingUrlType=6
Mirror page rate	Total number of clicks on the mirror page link compared to the total delivered messages.	Mirror page / Delivered
Open	Number of times a message was opened in a delivery.	(trackingUrlType=2) + Unique(trackingUrlType=1,2,3,6,10,11) - Unique(trackingUrlType=2)
Open Rate	Total number of opened messages compared to the number of delivered messages.	Unique Opens / Delivered
Quarantine	Number of messages that bounced and resulted in the quarantine of the address.	isQuarantine=true
Quarantine Rate	Total number of quarantines compared to messages sent.	Quarantine / Sent
Rejected	Number of messages classified as spam by the SMTP servers.	failureReason=20, failureType=2

Metric	Definition	Formula
Rejected rate	Total number of messages marked as rejected compared to messages sent.	Rejected / Sent
Processed/sent	Total number of sends for the delivery.	Delivered + Bounces
Soft bounce	Total number of temporary errors, such as a full inbox.	failureType=1
Soft bounce rate	Total number of deliveries that failed due to temporary reason compared to messages sent.	Soft Bounces/ Sent
Unique clicks	Number of recipients who clicked on a content in a delivery.	Unique clicks are calculated using ThetaSketch concepts.
Unique opens	Number of recipients who opened the delivery.	unique(@trackingUrlType=1,2,3,6,10,11)
Unsubscribed	Number of clicks on the unsubscription link.	trackingUrlType=3
Unsubscribe rate	Total number of unsubscriptions by recipient compared to the delivered messages.	Unsubscribed/Delivered