GENESYS™

Genesys Customer Experience Insights Project Guide

Chat Bot Metrics

12/14/2025

Chat Bot Metrics

The Chat Bot folder contains numerous metrics that you can use to build Chat Bot-related reports.

Note the following:

- Unless other wise noted, metrics that show time, display a whole integer representing the number of seconds.
- For detailed information about the different metric types, see Project terminology and concepts.

> **Important**
>
> Objects in each folder or subfolder are designed to be used together to create reports. Avoid mixing attributes and metrics from multiple folders into your reports. One exception to this rule is objects in the Time folder; Time attributes can be used in any report, and most reports include at least one attribute from the Time folder.

The following Metrics are available in this folder and are described on this page.

Chat Bot

- % Failed
- Avg Messages Received
- Avg Messages Sent
- Avg Session Time
- Customer Terminated
- Failed
- Initiated
- Messages Received
- Messages Sent
- Rejected
- Session Time
- Started

Folder: Chat Bot

Metric name: % Failed	Folder:
	Chat Bot
Description: The percentage of BGS sessions that were interrupted during execution, due to technical issues.	
Source or Calculation: Calculated based on the value of the Chat Bot > Failed metric.	**Used in:**
Media type: **Data type:**	This metric is not used in any reports.

Metric type: Disposition		
>> Back to list		

Metric name: Avg Messages Received		**Folder:** Chat Bot
Description: The average number of messages received by bots during BGS sessions.		
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Received metric.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Sessions Overall
>> Back to list		

Metric name: Avg Messages Sent		**Folder:** Chat Bot
Description: The average number of messages sent by bots during BGS sessions.		
Source or Calculation: Calculated based on the value of the Chat Bot > Messages Sent metric.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Sessions Overall
>> Back to list		

Metric name: Avg Session Time		**Folder:** Chat Bot
Description: The average duration of bot sessions within the reporting period.		
Source or Calculation: Calculated based on the value of the Chat Bot > Session Time metric.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Metric name: Customer Terminated		**Folder:** Chat Bot
Description: The total number of bot sessions interrupted by the client (for example, because the chat session had no human participants). (ENDED_BY = 'Client').		
Source or Calculation: AG2_BGS_SESSION_*.CUSTOMER_TERMINATED		**Used in:**

Media type:		• Bot Dashboard
Data type:		• Bot Sessions Overall
Metric type: Disposition		
>> Back to list		

Metric name: Failed	Folder:
	Chat Bot

Description: The total number of failed bot sessions that were interrupted during execution, due to technical issues, after the sessions started. (ENDED_ABNORMALLY = 1).	
Source or Calculation: AG2_BGS_SESSION_*.FAILED	**Used in:**
Media type:	• Bot Dashboard
Data type:	• Bot Sessions Overall
Metric type: Disposition	
>> Back to list	

Metric name: Initiated	Folder:
	Chat Bot

Description: The total number of initiated BGS sessions. Includes all sessions where an initial request was sent from Ixn/workflow to BGS.	
Source or Calculation: AG2_BGS_SESSION_*.INITIATED	**Used in:**
Media type:	• Bot Dashboard
Data type:	• Bot Sessions Overall
Metric type: Disposition	
>> Back to list	

Metric name: Messages Received	Folder:
	Chat Bot

Description: The total number of messages received by bots during BGS sessions.	
Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_RECEIVED	**Used in:**
Media type:	• Bot Dashboard
Data type:	• Bot Sessions Overall
Metric type: Disposition	
>> Back to list	

Metric name: Messages Sent	Folder:
	Chat Bot

Description: The total number of messages sent by bots during BGS sessions.	

Source or Calculation: AG2_BGS_SESSION_*.MESSAGES_SENT		Used in:
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Metric name: Rejected		**Folder:** Chat Bot
Description: The total number of times that attempts to initiate BGS sessions ended in failure without the session starting.		
Source or Calculation: AG2_BGS_SESSION_*.REJECTED		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Sessions Overall
>> Back to list		

Metric name: Session Time		**Folder:** Chat Bot
Description: The total duration of bot sessions within the reporting period.		
Source or Calculation: AG2_BGS_SESSION_*.SESSION_TIME		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		

Metric name: Started		**Folder:** Chat Bot
Description: The total number of bot sessions that started.		
Source or Calculation: Calculated as the difference between the values of the Chat Bot > Initiated and Chat Bot > Rejected metrics.		**Used in:**
Media type: **Data type:** **Metric type:** Disposition		• Bot Dashboard • Bot Sessions Overall
>> Back to list		