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Genesys Customer Experience Insights User's Guide

[ANI Details Dashboard](#)

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ANI Details Dashboard

The (**Dashboards** folder) > ANI Detail Dashboard provides detailed information about the outcomes of customer interactions, based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions.

The screenshot shows the ANI Details Dashboard. At the top, there's a date selector set to 'All' and a summary box indicating 'Total Interactions: 1,360'. Below this is a table with columns: ANI, Callers List, Interaction, ANI, Day, Target Address, Business Type, Business Name, Business Address, Business Phone, Interaction Date, Duration, and Outcome. The table lists various call records with their respective details.

ANI Details Dashboard

The dashboard provides a detailed analysis of call volumes, durations, handle times, and outcomes. This view is divided into three sections:

- The Date Selector enables you to dynamically focus the dashboard on a period of time.
- Use the Callers List to optionally select an ANI value, which focuses the report on a single caller.
- The main area of the dashboard consists of a grid of detailed information pertaining to each call.

The **ANI Details Report** provides similar data to this dashboard, but the report enables you to explore outcomes on an hourly basis.

Tip

Note that the term 'dashboard' is used interchangeably with the term 'dossier'. Dashboards / dossiers provide an interactive, intuitive data visualization, summarizing key business indicators (KPIs). You can change how you view the data by using interactive features such as selectors, grouping, widgets, and visualizations, and explore data using multiple paths, though text, data filtering, and layers of organization.

To get a better idea of what this dashboard looks like, view sample output from the report:

[Sample ANI Details Dashboard.pdf](#)

[Link to video](#)

The following table explains the prompts you can select when you generate the ANI Details

Dashboard:

Prompts on the ANI Detail Dashboard

Prompt	Description
Pre-set Date Filter	Choose a date from the list of preset options. If this prompt is set to anything other than none, the Date prompts are ignored. By default, the report captures data from the preceding 31 days.
Start Date	Choose the first day from which to include data in the report.
End Date	Choose the last day from which to include data in the report.

The following table explains the attributes used on the ANI Detail Dashboard:

Attributes on the ANI Details Dashboard

Attributes	Description
Callers List	This section provides a summary of the number of interactions for each caller. Click (or shift-click) in this list to focus the report on individual callers.
ANI	Enables data to be organized based on the ANI value associated with callers.
Day	Enables data to be organized based on the day on which a call was made. (YYYY-MM-DD)
Target Address	Enables data to be organized based on the DN or address to which the caller was connected.
Resource Type	Enables data to be organized based on the type of handling resource.
Resource Name	Enables data to be organized based on the user name of the handling resource.
Technical Result	Enables data to be organized based on disposition, for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Result Reason	Enables data to be organized by the reason for the technical result; for example, Abandoned-WhileRinging, AnsweredByAgent, or RouteOnNoAnswer.

The following table explains the metrics used on the ANI Detail Dashboard:

Metrics on the ANI Details Dashboard

Metric	Description
Interaction Count	The number of interactions associated with a given source address.
Duration (FMT)	The amount of time that the state persisted (HH:MM:SS), calculated as the difference between the beginning and end of the agent's state.
Customer Handle Time (FMT)	The total time spent handling the interaction,

	calculated as the sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics.
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