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Genesys Customer Experience Insights User's Guide

Business Metrics Executive Report

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Business Metrics Executive Report

This page describes how you can use the (**Business Results** folder) Business Metrics Executive Report to review adherence to service level.

Understanding the Business Metrics Executive Report

Business Metrics Executive Report							
Tenant	Media Type	Business Result	Customer Segment	Service Type	Day	% First Response Time Service Level	Entered with Objective
Environment	Chat	DEFAULT_BUSINESS_RESULT	Chat_CS	Chat_ST	2016-05-25	80.00%	5
					2016-05-26	0.00%	1
					2016-05-27	0.00%	2
					2016-06-01	50.00%	2
					2016-06-02	0.00%	1
					2016-06-08	50.00%	2
					2016-06-13	0.00%	5
			default	default	2016-05-25	0.00%	1
					2016-05-27	0.00%	5
					2016-06-02	0.00%	1
					2016-06-08	0.00%	1
	Email	DEFAULT_BUSINESS_RESULT	default	default	2016-06-01	100.00%	1
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2016-06-13	0.00%	2
			Email_CS	Email_ST	2016-05-25	25.00%	4
					2016-05-26	0.00%	3
					2016-06-01	100.00%	1
					2016-06-02	0.00%	1
					2016-06-07	0.00%	3
	Voice	DEFAULT_BUSINESS_RESULT	default	default	2016-05-25	93.94%	99
					2016-05-26	97.22%	36
					2016-05-27	95.00%	60
					2016-05-30	96.97%	33
					2016-05-31	93.33%	30
					2016-06-01	100.00%	4
					2016-06-02	100.00%	3
					2016-06-03	100.00%	1
					2016-06-06	50.00%	2

This report highlights exceptions to service level by business result, customer segment, and service type for those interactions that have defined a baseline service objective that is greater than zero (0).

The *Entered with Objective* metric enables you to gauge service level within the perspective of the total number of interactions that were offered to resources, by day, over the reporting interval.

Use this report to monitor contact center performance, particularly if you are outside of the immediate contact center, and to gauge service level within the perspective of the total number of interactions that were offered to resources, by day.

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

[HRCXIBusinessMetricsExecutiveReport.pdf](#)

The background color of data cells in this report serve to alert you to values that are outside of configured threshold ranges.

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes that are represented in the report:

Prompts for the Business Metrics Executive Report

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the Selected list.
Start Date	Choose the first day from which to gather report data.
End Date	Choose the last day from which to gather report data.
Business Result	Optionally, select a configured Business Result on which to report.
Customer Segment	Optionally, select a configured Customer Segment on which to report.
Service Type	Optionally, select the type of service to include in the report.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Interaction Type	Optionally, select the type of interaction to include in the report—for example, Inbound, Outbound, and Internal.
Tenant	For multi-tenant environments, optionally select the tenant(s) for which to include data in the report.

Attributes used in the Business Metrics Executive Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data to be organized by the interaction's media type—for example, VOICE, EMAIL, and CHAT.
Business Result	This attribute enables data to be organized by the configured business result.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Day	This attribute enables data within the reporting interval to be organized by a particular day within a month and year. Day values are presented in YYYY-MM-DD format.

Metrics used in the Business Metrics Executive Report

Metric	Description
% First Response Time Service Level	The service level that is delivered for this business attribute measured as a percentage of customer interactions that were accepted within a user-defined threshold, relative to all customer interactions that were offered to handling resources.
Entered with Objective	The total number of customer interactions that entered or began within the contact center, were assigned this business attribute, and either had a baseline service objective or a response threshold (defined in the [agg-gim-thld-QUEUE-IXN] section) that was greater than zero.