GENESYS™

Genesys Customer Experience Insights User's Guide

Chat Termination Report

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Chat Termination Report

This page describes how you can use the (**Chat** folder) Chat Termination Report to learn more about how chat calls terminated.

Understanding the Chat Termination Report

Chat Termination Report

Day	Tenant	Media Type	Media Sessions	Avg Session Time	Customer Terminated	% Customer Terminated	Agent Terminated	% Agent Terminated	Sessions Inactive	% Sessions Inactive
2018-02-19	Environment	Chat	117	00:00:36	0	0.00%	117	100.00%	0	0.00%
	Total		**117**	**00:00:36**	**0**	**0.00%**	**117**	**100.00%**	**0**	**0.00%**
2018-02-20	Environment	Chat	92	00:00:32	0	0.00%	92	100.00%	0	0.00%
	Total		**92**	**00:00:32**	**0**	**0.00%**	**92**	**100.00%**	**0**	**0.00%**
Total			**209**	**00:00:34**	**0**	**0.00%**	**209**	**100.00%**	**0**	**0.00%**

This report shows statistics about how interactions were terminated; whether by the client, by the agent, due to inactivity, or for some other reason.

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

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

Prompts for the Chat Termination Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report, and move it to the **Selected** list. Default: Current month. If this prompt is set to anything other than **none**, the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value

Prompt	Description
	except **none**, this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Reason	Optionally, show only chat sessions that ended for a given reason.
Media Type	Optionally, select the type of media to include in the report—for example, VOICE, EMAIL, and CHAT.
Tenant	Optionally, select a tenant on which to report.

Attributes used in Chat Termination Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	This attribute enables data within the reporting interval to be organized by media type

Metrics used in the Chat Termination Report

Metric	Description
Media Sessions	The total number of media sessions.
Avg Session Time	The average session duration (HH:MM:SS).
Customer Terminated	The total number of sessions that were terminated by the caller.
% Customer Terminated	The percentage of sessions that were terminated by the caller.
Agent Terminated	The total number of sessions that were terminated by the agent.
% Agent Terminated	The percentage of sessions that were terminated by the agent.
Sessions Inactive	The total number of sessions that were terminated due to inactivity.
% Sessions Inactive	The percentage of sessions that were terminated due to inactivity.
Terminated Due to Other Reasons	The total number of sessions that terminated for any reason other than interruption by the agent, abandonment or interruption by the caller, or inactivity.