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Genesys Customer Experience Insights User's Guide

Inbound Voice Report

12/16/2025

Contents

- 1 Inbound Voice Report
 - 1.1 Understanding the Inbound Voice User Report
 - 1.2 Prompts for the Inbound Voice User Report
 - 1.3 Attributes in the Inbound Voice User Report
 - 1.4 Metrics in the Inbound Voice User Report

Inbound Voice Report

View information about Named and Concurrent Users Count usage.

Understanding the Inbound Voice User Report

Inbound Voice User		
Day	Named User Count	Concurrent User Count
2021-06-14	0	0
2021-06-15	0	0
2021-06-16	0	0
2021-06-17	0	0
2021-06-18	0	0
2021-06-19	1	1
2021-06-20	3	2
2021-06-21	3	2

This report provides detailed information about the Named and Concurrent Users Count usage during the selected period. You can drill on the Named User metric to see the discrete users associated with the count.

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

[SampleInboundVoiceUserReport.pdf](#)

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 Inbound Voice User Report

Prompt	Description
Pre-set Day Filter	Choose from the convenient list of predefined rolling time ranges, spanning one day or more, over which to run the report.
Start Date	Choose the first day from which to gather data into the report.
End Date	Choose the last day from which to gather data into the report.

Attributes in the Inbound Voice User Report

Attribute	Description
Day	This attribute enables data within the reporting interval to be organized by a particular day.
Region	This attribute enables data within the reporting interval to be organized based on the geographic classification of the call. Possible values include: us, eu, ap.
Business Unit	This attribute enables data within the reporting interval to be organized based on business unit.

Metrics in the Inbound Voice User Report

Metric	Description
Named User Count	The number of agents that logged in for a voice media type at least once during the selected month. This value represents a running total of the number of agents who logged in since the beginning of the calendar month. It resets at the beginning of each month.
Concurrent User Count	The peak number of unique agents that were concurrently logged in for a voice media type, during the selected period. Note that, if you run the report over a single day, this value shows you the highest value for that day. If you run the report over a longer period, (month, quarter, year) represents the maximum daily peak within the interval.

To view more detailed information about the metrics and attributes in this report, and other metrics and attributes that can be used to customize reports, see the [*Genesys CX Insights 9.0 Projects Reference Guide*](#).