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Genesys Customer Experience Insights User's Guide

Interaction Handling Attempt Report

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Interaction Handling Attempt Report

This page describes how you can use the (**Detail** folder) Interaction Handling Attempt Report to learn more about interaction handling in the contact center.

Understanding the Interaction Handling Attempt Report

Interaction Handling Attempt Report												
	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target Selected	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Resu	
SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	typical	unknown	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	not-typical	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	none	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	typical	unknown	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	not-typical	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
	none	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6002_sip	Agent	Busy	Conferen oed
SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8004	NONE	A6004_sip	Agent	Ready	Completed
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8004	NONE	A6004_sip	Agent	Ready	Completed
	typical	unknown	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8004	NONE	A6004_sip	Agent	Ready	Completed
	not-typical	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8004	NONE	A6004_sip	Agent	Ready	Completed
	none	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8004	NONE	A6004_sip	Agent	Ready	Completed
SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8003	NONE	A6003_sip	Agent	Ready	Completed
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8003	NONE	A6003_sip	Agent	Ready	Completed
	typical	unknown	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8003	NONE	A6003_sip	Agent	Ready	Completed
	not-typical	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8003	NONE	A6003_sip	Agent	Ready	Completed
	none	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	8003	NONE	A6003_sip	Agent	Ready	Completed
SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6001_sip	Agent	Ready	Completed
	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6001_sip	Agent	Ready	Completed
	typical	unknown	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6001_sip	Agent	Ready	Completed
	not-typical	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6001_sip	Agent	Ready	Completed
	none	none	UNSPECIFIED	Unspecified	UNSPECIFIED	NONE	NONE	NONE	A6001_sip	Agent	Ready	Completed

← Many additional columns →

This report summarizes segment-related details with regard to an agent's handling of contact center interactions that are stored in the Info Mart INTERACTION_RESOURCE_FACT table, providing both the time that was required to distribute the interaction to the agent and data about the agent's contiguous participation in the interaction.

This report provides data for all interaction types, but excludes extended facts that might be associated with the interaction, such as whether treatments were applied while the customer was waiting to be connected to the agent.

The "customer" in the CUSTOMER measures is the initiator of the interaction, and might not explicitly be a customer who is external to the contact center. For example, the customer of an internal interaction is the initiating agent.

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

SampleInteractionHandlingAttemptReportReport.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 Interaction Handling Attempt Report

Prompt	Description
Pre-set Day Filter	From the list, choose a day for which to gather data into the report.
Start Time	Choose beginning time for which to gather report data.
End Time	Choose end time for which to gather report data.
Target Agent Group	From the list, choose an agent group on which to focus the report.
Target Agent	From the list, choose an agent on which to focus the report.
Last Queue	From the list, choose a queue on which to focus the report. The report will include only interactions that traveled through the selected queue immediately before the interaction was handled.
Customer ID	From the list, choose a customer ID on which to focus the report.
From	From the list, choose a source address on which to focus the report.
To	From the list, choose a target address on which to focus the report.
Business Result	From the list, choose a business result on which to focus the report.
Customer Segment	From the list, choose a customer segment on which to focus the report.
Service Type	From the list, choose a service type on which to focus the report.
Service Subtype	From the list, choose a service subtype on which to focus 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.
Interaction ID	Optionally, select an interaction ID of the INTERACTION_FACT or the

Prompt	Description
	INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.
Interaction Windows Size	Optionally, change the window size; reducing this value can improve report performance.

Attributes used in the Interaction Handling Attempt Report

Attribute	Description
Tenant	This attribute enables data within the reporting interval to be organized by tenant.
Media Type	Enables data to be organized by the media type of the interaction—for example, VOICE, EMAIL, and CHAT.
Interaction ID	<p>This attribute enables data to be organized by the interaction ID of the INTERACTION_FACT or the INTERACTION_RESOURCE_FACT table. For voice interactions, the Interaction ID is the call's connection ID, which is assigned by the telephony server. This ID remains unchanged for as long as the telephony server processes the interaction. For multimedia interactions originating from an Interaction Server, this value is the assigned Interaction ID.</p> <p>Note: You can click values in the Interaction ID column to automatically open the Interaction Flow Report to see more detailed information about the flow of the indicated interaction.</p>
Start Timestamp	Enables data to be organized by the moment when the interaction began.
End Timestamp	Enables data to be organized by the moment when the interaction ended.
From	Enables data to be organized by the source address of the interaction. For voice, the source address is the interaction's automatic number identification (ANI). For email, the source address is the customer's email address. For chat, the source address is empty.
To	Enables data to be organized by the target address of the interaction. For voice, the target address is the interaction's dialed number identification service (DNIS). For email, the target address is a contact center email address. For chat, the target

Attribute	Description
	address is empty.
GUID	Enables data to be organized by the globally unique identifier of the interaction as reported by the interaction media server. This identifier may not be unique. In the case of T-Server voice interactions, the GUID is the Call UUID. In the case of Multimedia, the GUID is the Interaction ID from Interaction Server.
Interaction Handling Attempt ID	Enables data to be organized by the primary key of the INTERACTION_RESOURCE_FACT table.
Interaction Type	This attribute enables data to be organized by the interaction's type—for example, Inbound, Outbound, and Internal.
Customer ID	<p>The customer ID as it appears in an external CRM application. This value enables Genesys Info Mart tables to be joined to external data-mart tables and is referenced by the user-defined Genesys Info Mart key that has an ID of 10053. Refer to the Genesys Info Mart Deployment Guide for information about Genesys Info Mart attached data key assignments.</p> <p>The Customer ID attribute in the Flow class references a field in a derived table whose values are sourced, in part, from the listed Info Mart table.</p>
Handling Attempt Start	Enables data to be organized by the moment when the resource's participation in the interaction started.
Handling Attempt End	Enables data to be organized by the moment when the resource's participation in the interaction ended.
Service Type	This attribute enables data to be organized by the type of service that was assigned to the interaction.
Service Subtype	This attribute enables data to be organized by the detailed type of service that the customer requested.
Customer Segment	This attribute enables data to be organized by the configured customer segment.
Business Result	This attribute enables data to be organized by the configured business result.
Routing Target	This attribute enables data to be organized by the name of the agent group, place group, or skill expression that served as the target of the routing strategy.
Routing Target Type	This attribute enables data to be organized by the type of the routing target—for example, Agent, Place, Agent Group, Routing Point, and Queue.
Routing Target Selected	This attribute enables data to be organized by the name of the DN group that is the target of the

Attribute	Description
	routing strategy.
Last IVR	This attribute enables data to be organized by the name of the IVR in which the interaction traveled.
Last Queue	<p>This attribute enables data within the reporting interval to be organized by the type of queue, such as ACDQueue, InteractionQueue, or InteractionWorkBin.</p> <p>Adding this attribute to a report can have a significant impact on performance.</p>
Last VQueue	This attribute enables data to be organized by the name of the last virtual queue in which the interaction traveled before it was handled.
Handling Resource	This attribute enables data to be organized by the name of the queue, virtual queue, workbin, Interaction queue, IVR port, or agent.
Resource State	The media-neutral state of the resource—for example, Ready, WorkingReady, and WorkingNotReady.
Technical Result	This attribute enables data to be organized by its disposition—its technical result and other aspects of the technical result—for example, Abandoned, Completed, Diverted, Pulled, and Transferred.
Technical Result Reason	Enables data to be organized by the reason for the technical result—for example, Abandoned-WhileRinging, AnsweredByAgent, and RouteOnNoAnswer.
Technical Result Resource Role	Enables data to be organized by the role that is associated by the resource—for example, Puller, Received, and RoutedTo.
Technical Result Role Reason	Enables data to be organized by the reason of the resource role—for example, Conference-Initiator, ConferenceJoined, and PulledBackTimeout.
Stop Action	<p>The meaning of this attribute varies for voice and multimedia interactions:</p> <ul style="list-style-type: none">• For voice, this attribute enables data to be organized by whether the handling resource released the call.<ul style="list-style-type: none">• 0—Indicates that the handling resource did not release the call.• 1—Indicates that the handling resource did release the call.• null—Indicates that this information is not available.• For multimedia, this attribute enables data to be organized by whether the interaction was

Attribute	Description
	<p>released by the last interaction resource fact (IRF) that is associated with the interaction:</p> <ul style="list-style-type: none">• 0-Indicates that the interaction was stopped at the associated IRF resource by some entity that was not a party to the interaction, such as by Interaction Server or a media server.• 1-Indicates that the interaction was stopped by the associated IRF resource.• null-Indicates that the interaction was not stopped at the associated IRF resource. <p>Refer to the Genesys Info Mart documentation relevant to your RDBMS (Microsoft SQL Server, PostgreSQL, or Oracle) for information about IRFs and parties.</p>

Metrics used in the Interaction Handling Attempt Report

Metric	Description
Interaction Duration (Fmt)	This metric gathers durations (HH:MM:SS) from the INTERACTION_RESOURCE_FACT (IRF), measuring interaction handling attempts. This duration represents the time, in seconds from the moment at which the interaction reaches the handling resource's DN (including ring time) to the moment at which the handling resource disconnects or when ACW for the interaction ends.
Response Time (Fmt)	<p>The time that elapsed (HH:MM:SS) before the customer received service or abandoned the interaction, including the time that the interaction spent in a queue (including routing points and non-self-service IVR ports) prior to abandonment or reaching a handling resource (agent or self-service IVR) as well as the alert duration at the resource prior to the interaction being accepted. Additionally, this measure includes the mediation duration of any immediate previous attempt to deliver the interaction that was redirected with a technical result of RoutedOnNoAnswer or Unspecified, as well as the alert duration that is associated with this attempt.</p> <p>Received consultations and collaborations are excluded from consideration.</p>
Queue Time (Fmt)	The sum of the durations (HH:MM:SS) that interactions spent at ACD queue resources prior to arrival at the IRF resource. This duration excludes abandoned-while-queued interactions.

Metric	Description
Routing Point Time (Fmt)	The sum of the durations (HH:MM:SS) that this IRF spent in routing point resources or routing strategy resources prior to arrival at the IRF resource.
Total Duration (Fmt)	The total duration (HH:MM:SS) of the IRF resource's participation in the interaction, irrespective of the interval(s) in which the IRF endures, including hold duration and the time that the interaction spent in mediation. This measure excludes alert duration, received consultations, and received collaborations.
Customer Engage Time (Fmt)	<p>The amount of time (HH:MM:SS) that the agent processed a customer-related interaction at this resource during an interaction handling attempt. This measure includes internal interactions.</p> <ul style="list-style-type: none">For synchronous interactions, this is the time that the agent spent interacting with a customer. The duration includes talk duration of conferenced interactions.For asynchronous interactions, this is the time that the agent spent handling an inbound interaction from a customer, handling an internal interaction from another agent, or handling a reply interaction back to the customer. <p>This duration excludes consultations and collaborations, whether they were initiated or received.</p>
Customer Hold Time (Fmt)	The amount of time (HH:MM:SS) that the agent had the customer on hold. This measure excludes hold durations that are associated with initiated or received consultations but includes hold duration of conferenced interactions.
Customer Handle Time (Fmt)	The sum of the Customer Engage Time, Customer Hold Time, and Customer Wrap Time metrics.
Customer Alert Time (Fmt)	<p>For voice interactions, the amount of time (HH:MM:SS) that the interaction was ringing at the resource during a voice handling attempt while a customer was present.</p> <p>For multimedia interactions, the amount of time (HH:MM:SS) that the customer-related interaction was alerting at the resource during an interaction handling attempt. For email interactions, this measure includes agent's handling of an inbound email from a customer or an internal email from another agent, or handling a reply email back to the customer. This measure excludes handling a collaboration, whether on the initiating or receiving side.</p>
Customer Dial Time (Fmt)	The amount of time (HH:MM:SS) that the IRF resource spent initiating an outbound, customer-related interaction. The duration starts when the dialing event is sent, includes the mediation time that the initiator incurs while waiting for the target

Metric	Description
	resource to connect, and ends when the call is either established or terminated on no answer. Initiated consultations are excluded from consideration.
Customer Wrap Time (Fmt)	The amount of time (HH:MM:SS) that the resource was in interaction-related After-Call Work (ACW or Wrap) state that pertained to this customer voice-interaction resource. The duration excludes ACW duration that is associated with received consultations.
Conference Initiated Time (Fmt)	The amount of time (HH:MM:SS) that a conference initiated by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference initiator.
Conference Received Time (Fmt)	The amount of time (HH:MM:SS) that a conference that was joined by the IRF resource was connected (established). Duration applies only to the portion of the IRF that represents the IRF resource as a conference joiner.

Because of the volume of data that this report could potentially generate, Genesys recommends that you restrict the start and end dates to the narrowest range that satisfy your report criteria. The default date selections span one day. Specification of agent and queue prompts will also improve report performance and limit the data that is retrieved.

Unlike the prompt behavior in all other reports, the time component of the Start and End Time prompts is active. For multiple-switch environments that share the same queue names across switches, you can customize this report to recognize a particular switch-queue combination (instead of the queue alone) to retrieve the desired results.

For Oracle RDBMSs, the Handling Attempt Hint attribute must be listed first on the query panel in order for the instructions of optimization to be processed.