Genesys Customer Experience Insights User's Guide

Milestone Summary Report

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Contents

Milestone Summary Report

This page describes how you can use the (**IVR** folder) Milestone Summary Report to learn more about the dispositions of calls at each milestone.

Understanding the Milestone Summary Report

Milestone Summary Report					
Final Disposition	**Application Name**	**Day**		**Milestone**	**Session**
Abandoned in Queue	GimReporting	2017-03-10	DataEntered	DataEntered	3
			Menu1 Option1	Menu1 reached/Menu1 Option1	3
			Menu1 Option2	Menu1 reached/Menu1 Option2	3
			Menu1 reached	Menu1 reached	3
			Menu2 Option2	Menu1 reached/Menu1 Option1/Menu2 reached/Menu2 Option2	3
			Menu2 reached	Menu1 reached/Menu1 Option1/Menu2 reached	3
		2017-03-14	DataEntered	DataEntered	3
			Menu1 Option1	Menu1 reached/Menu1 Option1	3
			Menu1 Option2	Menu1 reached/Menu1 Option2	3
			Menu1 reached	Menu1 reached	3
			Menu2 Option2	Menu1 reached/Menu1 Option1/Menu2 reached/Menu2 Option2	3
			Menu2 reached	Menu1 reached/Menu1 Option1/Menu2 reached	3
		Total			**36**
	Total				**36**
Abandoned in Queue	Cyara_ExitQueue_Treatmentactivity	2017-03-07	MoH	MoH	1
		2017-03-13	MoH	MoH	1
		Total			**2**
	Total				**2**
			Menu1 Option1	Menu1 reached/Menu1 Option1	1

This report provides milestone information on an application-by-application basis, as well as detailed information about the dispositions of calls that contain each milestone.

To get a better idea of what this report looks like, view sample output from the report: SampleMilestoneSummaryReport.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 Milestone Summary 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 data into the report.
End Date	Choose the last day from which to gather data into the report.
User Disposition	Filter the interactions included in the report based on whether the status when the caller exited the call flow was set by the agent (User Disposition) or by the system (Final Disposition).
Application	Choose the applications to include in the report. By default, the report includes all applications. If you add any applications to the **Selected** list, then only those applications are included.

Attributes used in the Milestone Summary Report

Attribute	Description
Final Disposition	This attribute enables data to be organized by the status assigned to a call when the caller exited the call flow (such as Abandoned in Self-service, Abandoned in Queue, Routed to Agent, System Error, Terminated, or Other). This status is set by the system. The report includes either Final Disposition or User Disposition, or neither, but not both.
Application Name	This attribute enables data to be organized by the name of the self-service and/or assisted-service application (created using Designer).
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.
Milestone	This attribute enables data to be organized by user-defined milestones and milestone paths: • The first column lists the milestones that the caller passed, including the last milestone. • The second column shows the full path of each milestone passed.

Metrics used in the Milestone Summary Report

Metric	Description
Session	The total number of sessions that encountered each milestone or milestone path.