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# Genesys Customer Experience Insights User's Guide

Self-Service Statistics Report

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# Self-Service Statistics Report

Use the (**Designer** folder >) Self-Service Statistics Report to learn about the number and percentage of interactions that enter the Designer Application and conclude in the Self-Service phase, compared to the number that enter the Assisted-Service phase and are routed to a DN or agent.

## Understanding the Self-Service Statistics Report

| Self-Service Statistics Report                 |              |                         |                           |                             |                    |              |                 |
|--|--------------|-------------------------|---------------------------|-----------------------------|--------------------|--------------|-----------------|
| Application Name                               | Day          | Entered in Self-Service | Contained in Self-Service | Entered in Assisted Service | Abandoned in Queue | Routed to DN | Routed to Agent |
| Another Check                                  | 2017-09-13   | 0                       | 0                         | 214                         | 0                  | 0            | 0               |
|  | 2017-09-14   | 0                       | 0                         | 19                          | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>0</b>                | <b>0</b>                  | <b>233</b>                  | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Chat Health Test                               | 2017-09-12   | 0                       | 0                         | 30                          | 0                  | 0            | 1               |
|  | 2017-09-15   | 0                       | 0                         | 6                           | 0                  | 0            | 4               |
|  | <b>Total</b> | <b>0</b>                | <b>0</b>                  | <b>36</b>                   | <b>0</b>           | <b>0</b>     | <b>5</b>        |
| Cyara_BH_Result_true                           | 2017-09-12   | 1                       | 0                         | 1                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>0</b>                  | <b>1</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_CustomService                            | 2017-09-12   | 2                       | 2                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>2</b>                | <b>2</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_509Errorcode                    | 2017-09-12   | 2                       | 0                         | 2                           | 1                  | 0            | 0               |
|  | <b>Total</b> | <b>2</b>                | <b>0</b>                  | <b>2</b>                    | <b>1</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_JSONPayload                     | 2017-09-12   | 2                       | 2                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>2</b>                | <b>2</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_KVPair                          | 2017-09-12   | 2                       | 2                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>2</b>                | <b>2</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_Multipleresponseheaders_ASPhase | 2017-09-12   | 1                       | 0                         | 1                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>0</b>                  | <b>1</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_Multipleresponseheaders_SSPhase | 2017-09-12   | 1                       | 1                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>1</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_OutputParams_GET                | 2017-09-12   | 1                       | 1                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>1</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_OutputParams_POST               | 2017-09-12   | 1                       | 1                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>1</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPREST_PUT                             | 2017-09-12   | 1                       | 1                         | 0                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>1</b>                | <b>1</b>                  | <b>0</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |
| Cyara_HTTPRest_PUT_FetchAudio_SSPhase          | 2017-09-12   | 2                       | 0                         | 2                           | 0                  | 0            | 0               |
|  | <b>Total</b> | <b>2</b>                | <b>0</b>                  | <b>2</b>                    | <b>0</b>           | <b>0</b>     | <b>0</b>        |

This report provides detailed information about the disposition of interactions that enter the Designer application, including detailed information about the number and percentage of interactions that are completed in each phase (Self-Service and Assisted Service).

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

### SampleSelfServiceStatisticsReport.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 Self-Service Statistics 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.  |
| Application         | Choose the applications on which to report. By default, the report includes all applications; if you add any applications to the <b>Selected</b> list, then only those applications are included. |

## Attributes used in the Self-Service Statistics Report

| Attribute        | Description   |
|------------------|---|
| Application Name | This attribute enables data within the reporting interval to be organized by the name of the self-service and/or assisted-service Designer application. |
| Day              | This attribute enables data within the reporting interval to be organized by a particular day.  |

## Metrics used in the Self-Service Statistics Report

| Metric                      | Description  | Source Table.Column or Calculation  |
|-----------------------------|--|-------------------------------------|
| Entered in Self- Service    | The total number of interactions that entered the Designer application in Self-Service.  | AGT_SDR_SESSION_HOUR_*.SS_ENTERED   |
| Contained in Self- Service  | The total number of interactions that entered the Designer application in Self-Service and were concluded without entering Assisted-Service. | AGT_SDR_SESSION_HOUR_*.AS_CONTAINED |
| Entered in Assisted Service | The total number of interactions   | AGT_SDR_SESSION_HOUR_*.AS_ENTERED   |

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| Metric             | Description   | Source Table.Column or Calculation     |
|--------------------|---|--|
|                    | that entered the Designer application in Assisted-Service.  |  |
| Abandoned in Queue | The total number of interactions that entered the Self-Service phase of the Designer application, requested Assisted-Service, and were subsequently abandoned while waiting in queue. | AGT_SDR_SESSION_HOUR_*.QUEUE_ABANDONED |
| Routed to DN       | The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to a DN.   | AGT_SDR_SESSION_HOUR_*.DN_ROUTED       |
| Routed to Agent    | The total number of interactions that entered the Self-Service phase of the Designer application and were later routed to an agent.   | AGT_SDR_SESSION_HOUR_*.AGENT_ROUTED    |